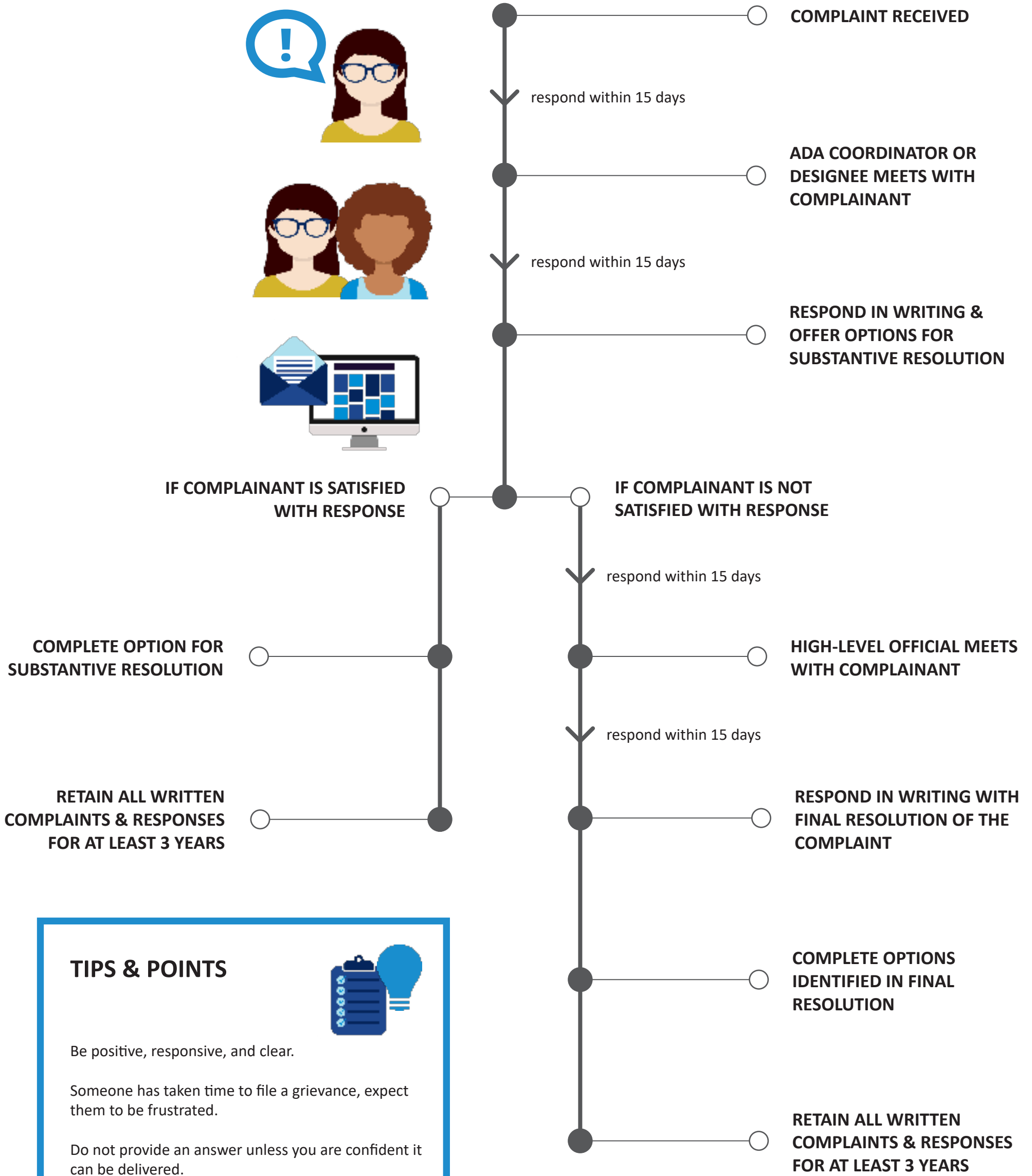


# Grievance Procedure Flowchart



## TIPS & POINTS



Be positive, responsive, and clear.

Someone has taken time to file a grievance, expect them to be frustrated.

Do not provide an answer unless you are confident it can be delivered.

Do not be afraid to say "I will need to check on that".