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# APPENDIX 8 Letter 2 – Model Decision Letter – Informal Process

[Name]

[Address]

[Date]

Dear [Name]

**Re: Grievance Procedure - Decision – Informal process**

I am writing to confirm my \**findings/decision* into the following grievance submitted by you:

* *State grievance*

Having completed my investigation, I have concluded that

* *\*your grievance is substantiated*
* *\*your grievance is unsubstantiated*

*State findings – be clear, brief and precise. Include approaches to help address the issue e.g. training, mediation etc. and how these will be implemented.*

*Explain what actions are to be taken (if any).*

As I explained you have the right to take this matter to Stage 1 of the Grievance Procedure should you not be satisfied with this outcome. If you wish to exercise this right, you should complete the Stage 1 Grievance Form \**attached/available on the HR intranet*and send it to [*Name], Manager/Head of Service/Headteacher/Chair of Governors*within 10 working days of the date of this letter. You should state the grounds for proceeding to Stage 1 (e.g. that you are appealing against the decision that your grievance was unsubstantiated and the reasons for this).

Yours sincerely

Manager/Headteacher/Chair of Governors

**Name and Designation**

**Copy to:** Manager

Headteacher

Chair of Governors

HR

Trade Union/work colleague