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| --- | --- | --- |
| Name [Person who lodged or was the subject of the grievance]  Address | **Our ref:** |  |
| **Your ref:** |  |
| **Contact:** |  |
| **Date:** |  |

Dear [NAME]

**GRIEVANCE - [INSERT AGENCY REFERENCE NAME/NUMBER]**

I refer to the above grievance relating to [INSERT BRIEF DESCRIPTION OF GRIEVANCE SUBJECT MATTER].

The grievance process has now been finalised and [INSERT DECISION AND ANY PROPOSED ACTION HERE]

Grievance processes used by [INSERT NAME OF AGENCY] need to comply with the Grievance Resolution Standard. The *Public Sector Management* (*Breaches of Public Sector Standards)* *Regulations 2005* allow you to lodge a breach of standard claim if you consider the Grievance Resolution Standard has been breached and you have been adversely affected by the breach.

Please find attached a copy of the Grievance Resolution Standard [ATTACH A COPY OF THE STANDARD] and a guide to the breach claim process [ATTACH GUIDE]. You can obtain further information about lodging a claim from [INSERT CONTACT PERSON/AREA FROM THE AGENCY].

If you lodge a breach of Standard claim and it is not resolved within 15 working days, it will be forwarded the Public Sector Commission. Please note the breach of Standard claim process considers [INSERT AGENCY NAME]’s compliance with the Standard and does not judge the merits of the grievance. It is also not a reassessment of the grievance matters.

If you wish to lodge a claim you need to:

* outline reasons why you consider the Grievance Resolution Standard has been breached
* explain how this breach has adversely affected you
* include copies of relevant documents you have to support your claim.

You must forward your claim to [INSERT NAME/RELEVANT BRANCH] on or before [INSERT DATE – 10 WORKING DAYS AFTER THE CLAIMANT WILL RECEIVE THIS NOTICE].

Yours sincerely

[DELEGATED AUTHORITY]