



# Shropshire HR Training

## Managing Workplace Grievances

### Duration

3 hours - face-to-face workshop

**Cost:** £75

### Course Overview

Handling workplace grievances fairly and confidently is essential for maintaining trust, resolving issues early and preventing unnecessary escalation or costly claims.

This practical workshop gives managers a clear understanding of what a grievance is, and the steps required to follow a fair and reasonable process in line with good practice and the ACAS Code.

### Course aims:

- To understand the different types of grievances and their impact
- To recognise roles and responsibilities in the grievance process
- To develop skills for early conversations to support informal resolution
- To learn how to plan and conduct investigations effectively
- To gain confidence in making decisions and communicating clear outcomes
- To understand key legal principles underpinning a fair process

### Who is this course for?

This course is for managers, supervisors or team leaders, who want to develop understanding and gain confidence in handling employee concerns fairly.

### Booking

Please email [shropshirehr@shropshire.gov.uk](mailto:shropshirehr@shropshire.gov.uk) for further information and to book your place.

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