

Grievance Meeting Invitation Letter

Letter · UK · Updated 2026-08-09 · Square brackets are placeholders to replace with your own details.

A grievance meeting invitation letter is the written notice an employer sends after an employee raises a formal grievance: it acknowledges the grievance, invites the employee to a meeting to discuss it, confirms the date, time, place, and who will attend, and sets out the employee's right to be accompanied by a colleague or trade union representative.

The invitation matters more than it looks. It is usually the first formal document the employer produces in a grievance, and if the dispute ever reaches a tribunal it is early evidence of whether a fair procedure was followed. A rushed or vague invitation — no mention of the companion right, no clue who will attend, a same-day meeting — undermines everything that comes after it.

This template gives you a complete, ready-to-edit letter aligned with the ACAS Code of Practice on disciplinary and grievance procedures, plus what to check before sending it and how to deliver and file it.

When to use this letter

Send this letter after an employee has raised a formal written grievance and you have decided who will hear it. It does two jobs at once: it acknowledges the grievance, and it sets up the meeting the ACAS Code expects you to hold without unreasonable delay.

It is not for informal concerns. If an employee has mentioned a problem in passing or asked for a quiet word, deal with it informally under your grievance policy first — use this letter once the formal procedure is genuinely in play.

What to check before sending

- Read the grievance again and check it is only a grievance — complaints alleging discrimination or harassment, or disclosing wrongdoing that affects others, may also engage your bullying and harassment or whistleblowing procedures.
- Choose a chair who is not the subject of the grievance and, where your size allows, has had no prior involvement in the issue.
- Check your own grievance policy for any deadlines you have set yourselves — this letter must match your policy, and a missed self-imposed deadline is the easiest criticism to hand an employee.
- Book a private room, or set up a video call, where the conversation cannot be overheard.
- Give real notice: enough time for the employee to prepare and to arrange a companion, while still meeting without unreasonable delay.

The letter template

[On [Your company] letterhead]

Private and confidential

[Date]

[Employee name], [job title]

[Delivery route — by hand / by email / by post to [address]]

Dear [employee name],

Invitation to a grievance meeting

Thank you for your letter of [date] raising a formal grievance about [neutral summary of the subject — e.g. 'your workload' or 'the conduct of a colleague']. I am writing to confirm that [Your company] has received your grievance and will deal with it under our grievance procedure, which follows the ACAS Code of Practice on disciplinary and grievance procedures.

You are invited to a grievance meeting on [date] at [time] in [room/location, or video call details]. The meeting will be chaired by [name, job title], and [name, job title — e.g. an HR representative] will also attend to take notes. Please allow up to [length, e.g. one hour].

The purpose of the meeting is to give you a full opportunity to explain your grievance, how it has affected you, and the outcome you are seeking. We may ask questions to make sure we understand it properly. No decision will be taken at the meeting itself — if anything needs investigating we will adjourn, and the outcome will be confirmed to you in writing afterwards.

You have the right to be accompanied at the meeting by a colleague or a trade union representative. If you would like to be accompanied, please tell [name/role] who your companion will be before the meeting. If your chosen companion is not available at the time above, let us know and we will rearrange the meeting for a reasonable alternative time in line with the ACAS Code.

Please bring any documents or other evidence you would like us to consider, and let us know in advance if there are witnesses you would like us to speak to. If it would help, you can send [name/role] any supporting material by [date] so it can be read before the meeting.

If you need any adjustments to these arrangements — for example because of a disability, or help understanding this letter — please tell [name/role] and we will arrange them.

A copy of our grievance procedure is [enclosed / available at [location]]. If you have any questions before the meeting, please contact [name/role] on [contact details].

Yours sincerely,

[Name]

[Job title], [Your company]

The right to be accompanied

The right to be accompanied at a grievance meeting is statutory, set out in the Employment Relations Act 1999 and explained in the ACAS Code. The companion can be a colleague, a trade union representative, or an official employed by a trade union — and a union representative who is not an employed official must be certified by their union as competent to accompany a worker.

The companion may put and sum up the employee's case, respond on behalf of the employee to views expressed at the meeting, and confer with the employee — but they cannot answer questions on the employee's behalf. If the chosen companion cannot attend, the employee may propose a reasonable alternative time within the short statutory window set out in the ACAS Code, and the meeting should be rearranged.

Strictly, the statutory right applies where the grievance concerns a duty the employer owes the worker — but arguing that point is rarely worth it. Allowing a companion at every formal grievance meeting is straightforward good practice, and this letter offers it as standard.

Delivery and record-keeping

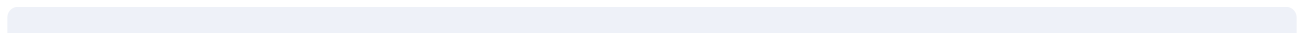
- Send the letter by a route you can evidence — email with delivery confirmation, or a printed copy handed over or posted — and file a note of how and when it was sent.
- Keep a copy in the confidential grievance file in [system/location], together with the original grievance and, later, the meeting notes and outcome letter — separate from day-to-day personnel records.
- If the meeting is rearranged — companion availability, sickness, anything else — confirm the new arrangements in a short follow-up letter or email rather than by word of mouth.
- Retain grievance records in line with your data retention policy.

How to use this template

1. Replace every [bracketed placeholder], and keep the summary of the grievance neutral — name the topic, not your view of its merits.
2. Choose the chair before you send the letter, so the invitation names the person who will actually hear the grievance.
3. Set a meeting date without unreasonable delay, while leaving the employee enough time to prepare and arrange a companion.
4. Enclose or link your grievance procedure so the employee can see the steps that follow the meeting.
5. Cross-check the letter against your own grievance policy — its deadlines and named roles must match.
6. File a copy with the grievance itself, and diarise both the meeting and the outcome deadline your policy promises.

Official guidance

- › [ACAS — Code of Practice on disciplinary and grievance procedures](#)
- › [ACAS — Grievance procedure: step by step](#)
- › [ACAS — The grievance meeting](#)



This template is provided in good faith and for general information — it is not legal advice. Adapt it to your organisation and, where your sector carries specific legal requirements, have the finished document reviewed by a qualified adviser. The live version at <https://trainedteam.com/templates/grievance-invitation-letter-template> is kept current; this file is a snapshot.