Grievance Policy Guidance – Note Taker

Action	Supporting information
Familiarise yourself with the details you will need prior to a meeting or hearing.	Liaise with the manager involved or the assigned HR Case Manager to get the details of names, job titles, acronyms, technical terminology etc. that are likely to be discussed so that you will be familiar with them.
The Meeting or Hearing	Take notes during the meeting/hearing to capture the discussion. If you need to you can ask for clarification if a name or term is used that is unfamiliar to you and you did not hear it or need help with spelling. Generally, you do not speak during the meetings/hearings. After the meeting/hearing ask if you need to check any details with the manager leading the meeting/hearing.
Draft the notes	Type up the notes of the meeting/hearing as soon as possible after the meeting**, normally within 2 working days.** Notes will be a summary not a verbatim account. Send the notes to the manager who led the meeting/hearing and check their accuracy. Amend as necessary. Agree who will send out a copy of the notes. They may be sent out by the assigned HR Case Manager or another role holder.