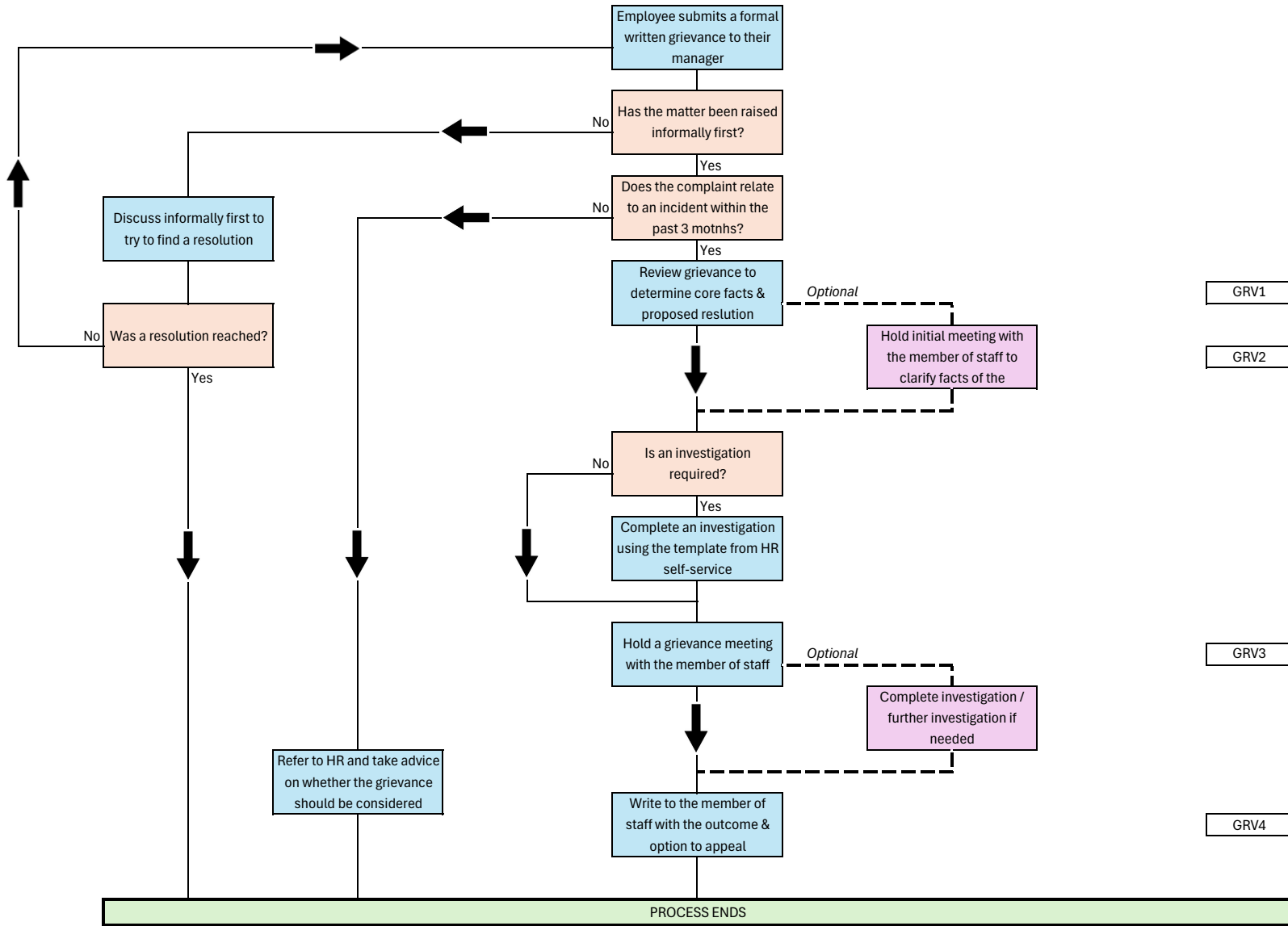




Standard Letter

Timeline

Within 3 months of the incident / reason for complaint

GRV1

GRV2

Consider extending the timelines if an investigation is needed

GRV3

Within 10 days of receiving the grievance unless an extension is agreed

GRV4

Within 10 days of the grievance meeting unless an extension is agreed