

Make a formal complaint to your employer

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Sometimes an issue cannot be resolved informally and you may need to make a formal complaint to your employer, known as [raising a grievance](#).

Check if your employer has a formal grievance process you can follow.

If not you should provide your employer with:

- details of your complaint in writing
- any evidence to support your complaint, for example your payslips or employment contract
- what you would like your employer to do

They should look into the issue you've raised and set up a formal meeting. You have the right to get someone to go with you, for example a trade union representative.

Once your employer has discussed the issue with you and reviewed any evidence, they will make a decision. You can appeal if you do not agree with that decision. Your appeal must be in writing. You have the right to be accompanied during any appeal meetings.

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