|  |  |  |
| --- | --- | --- |
| Name [Person who lodged or was subject of grievance]  Address  Address  Address | **Our ref:** |  |
| **Your ref:** |  |
| **Contact:** |  |
| **Date:** |  |

Dear [NAME]

**GRIEVANCE: [AGENCY REFERENCE NAME/NUMBER]**

I refer to the above grievance relating to [BRIEF DESCRIPTION OF GRIEVANCE].

The grievance process has been finalised and [INSERT DECISION AND ANY PROPOSED ACTIONs].

Our grievance process needs to comply with the [Grievance Resolution Standard](https://www.wa.gov.au/government/publications/grievance-resolution-standard).

If you believe you have been adversely affected by this process not meeting this standard, you can make a claim under the Public Sector Management (Breaches of Public Sector Standards) Regulations 2005. The claim process considers compliance with the standard and does not reassess the merits of the grievance.

If you wish to lodge a claim you need to:

* outline the reasons why you consider the standard has been breached
* include copies of relevant documents to support your claim.

You must forward your claim to [NAME/RELEVANT BRANCH] on or before [DATE – 10 WORKING DAYS AFTER CLAIMANT WILL RECEIVE THIS NOTICE].

If we are unable to resolve your claim within 15 days we have to forward it to the Public Sector Commission. Further information about the standards and breach claim process is on [WA.gov.au](https://www.wa.gov.au/organisation/public-sector-commission/public-sector-standards-human-resource-management).

For further information about lodging a claim please contact [CONTACT PERSON/AREA FROM AGENCY].

Yours sincerely

[DELEGATED AUTHORITY]