**Grievance Process**
- Grievance Being Considered (by employee)
  - Informal Stage
    - Stage 1 - Initiated (by employee)
      - Stage 1 - Investigation
        - Stage 1 - Outcome
          - Stage 2 – Appeal (as applicable)

**Disciplinary Process**
- Disciplinary Process Initiated (by manager)
  - Potential Informal Action (as applicable)
    - Disciplinary Investigation
      - Disciplinary Hearing
        - Disciplinary Outcome
          - Appeal (as applicable)

**Complaints Process**
- Complaints Process Initiated (by third party)
  - Stage 1 - Frontline Resolution (if applicable)
    - Complaints Outcome
      - Stage 2 - Investigation
        - Complaints Investigation
        - Complaints Outcome

If the matter is sufficiently serious from the outset:
- Route depends on case
  - If no resolution:
    - If appropriate, considering need for further investigation:
      - Disciplinary Investigation
      - Disciplinary Outcome
      - Appeal (as applicable)
  - If appropriate, considering need for further investigation:
    - Complaints Investigation
    - Complaints Outcome

If the matter is sufficiently serious:
- If appropriate, considering need for further investigation:
  - Informal Stage
    - Stage 1 - Investigation
      - Stage 1 - Outcome
        - Stage 2 – Appeal (as applicable)