**LMM Policy and procedure Talking points**

**Jim**

* **Talking Points:**
  + Highlight the importance of having a formal grievance procedure to address employee complaints systematically.
  + Point out the need for clear steps in reporting, investigating, and resolving grievances.
  + Emphasize how a structured procedure can help maintain fairness and transparency, and ensure employees feel heard and respected.

**Allister**

* **Talking Points:**
  + Express concerns about the current lack of a detailed grievance procedure in the document.
  + Ask for clarification on how to formally report a grievance and what to expect during the investigation process.
  + Request information on what steps are taken if the grievance is not resolved to satisfaction, such as an appeals process.

**Insea**

* **Talking Points:**
  + Agree that a formal grievance procedure is crucial for legal and ethical compliance.
  + Suggest adding detailed steps for each part of the procedure, including informal and formal resolution, investigation, resolution, and appeals.
  + Recommend including timelines for each stage and specifying who is responsible for each step to ensure the procedure is practical and effective.

LMM Group feedback Talking points

**jim: Emphasizing Clarity and Formality**

1. **Current Procedure Issues**
   * **Concern**: The existing grievance procedure is vague and lacks formal structure.
   * **Discussion Point**: How can we clearly define and formalize the grievance procedure to eliminate ambiguity?
2. **Standardization Across Groups**
   * **Concern**: Unwritten procedures vary by supervisor and section.
   * **Discussion Point**: What steps can we take to ensure a consistent and standardized grievance process across all groups?
3. **Privacy Protection**
   * **Concern**: Ensuring privacy for all parties involved.
   * **Discussion Point**: What measures should be implemented to guarantee confidentiality and protect sensitive information?

**allister: Reporting Channels and Categorization**

1. **Grievance Categories and Reporting**
   * **Concern**: Lack of clarity on types of grievances and who to report them to.
   * **Discussion Point**: How can we categorize grievances and specify clear reporting channels?
2. **Detailed Process Steps**
   * **Concern**: Inadequate guidance on procedural steps.
   * **Discussion Point**: What specific steps should be included in the grievance process from submission to resolution?
3. **Mediation and Resolution**
   * **Concern**: Need for effective mediation and resolution actions.
   * **Discussion Point**: How can we integrate mediation into the process and ensure that follow-up actions are clearly defined?

**insea: Implementation and Follow-Up**

1. **Implementing the Updated Procedure**
   * **Concern**: Transitioning to a new, formalized grievance procedure.
   * **Discussion Point**: What strategies can we use to implement the updated procedure effectively and ensure all staff are informed?
2. **Monitoring and Evaluation**
   * **Concern**: Ensuring the new procedure works as intended.
   * **Discussion Point**: How can we monitor the effectiveness of the updated grievance procedure and make necessary adjustments?
3. **Feedback and Continuous Improvement**
   * **Concern**: Gathering feedback and making ongoing improvements.
   * **Discussion Point**: What mechanisms can we put in place to collect feedback on the new procedure and continuously improve it?

These talking points should help guide a productive brainstorming session on updating the grievance procedure