JUPITER PRIME

Consulting • Training • Advisory

جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

# Bank Employee Grievance Triage and Hearing Panel Training Course

8 – 12 November 2027
Paris

# Bank Employee Grievance Triage and Hearing Panel Training Course

**Ref:** 2423_91347 **Date:** 8 – 12 November 2027 **Location:** Paris **Fees:** 5900 GBP

Bank Employee Grievance Triage and Hearing Panel is a 1-week training course for bank HR and employee relations staff who receive staff complaints, sort them into the right route and run fair hearings, and who leave with a grievance case file and resolution plan. Complaints about sales targets, branch closures and regulated conduct mean a mishandled grievance can become a conduct or retention problem. Jupiter Prime Training offers this course for bank people teams.

## Why Bank Employee Grievance Triage and Hearing Panel Matters Now

Three pressures shape staff grievances in banks today. Targets, branch restructuring and digital channels create complaints about workload, incentives and line managers. Conduct expectations for bankers mean that some grievances reveal mis-selling, pressure on customers or breaches of policy, so HR must spot when a complaint belongs in a conduct route. Banks that triage well resolve issues early; others face appeals, attrition and questions about culture.

## Who Gains Most from Bank Employee Grievance Triage and Hearing Panel

- Staff who log, acknowledge and route grievances from branches, contact centres and head office
- Employee relations advisers who support line managers through informal resolution and formal hearings
- Staff who chair or sit on grievance, disciplinary and appeal panels
- Investigators who gather statements and records for contested cases
- Staff who report grievance trends to HR leadership and conduct committees

HR shared service centres gain most when case handlers and panel members attend together.

## Bank Employee Grievance Triage and Hearing Panel Capabilities

Participants decide what a complaint really is, who handles it and how a panel reaches a defensible outcome.

- Apply a triage matrix that separates grievances, conduct concerns and speak-up reports — case routing decisions
- Design informal resolution steps for branch and contact centre complaints — line managers and employees
- Plan fact-gathering interviews and record requests for contested grievances — panel chairs
- Run hearing panels with clear roles, adjournments and written reasoning — fairness of outcomes
- Weigh sanctions, remedies and appeal grounds against bank policy and precedent — HR leadership
- Build grievance trend reports linked to culture and conduct indicators — conduct committees

## Key Bank Employee Grievance Triage and Hearing Panel Terms

- Grievance triage — the first sorting of a staff complaint into informal, formal, conduct or speak-up routes.
- Hearing panel — a small group of trained staff who hear a grievance or disciplinary case and decide its outcome.
- Terms of reference — the written scope, questions and timescale given to an investigator or panel before work starts.
- Outcome letter — the written decision sent to the employee, with findings, reasons and any appeal right.
- Appeal ground — a reason an employee may challenge an outcome, such as new evidence or procedural flaw.
- Grievance heat map — a summary of where complaints cluster by unit and theme.

## Bank Employee Grievance Triage and Hearing Panel Day by Day

### Day 1: Grievance Pressures in Banking Workplaces

- Common Complaint Themes in Branches and Contact Centres — Spotting Recurring Causes
- Sales Target and Incentive Disputes — Separating Pay Grievances from Conduct Risk
- Restructuring and Relocation Complaints — Handling Change-Driven Grievances
- Bank Grievance Policy Anatomy — Checking Stages, Timescales and Roles
- Employee Relations Climate Survey Signals — Anticipating Grievance Hotspots Early

### Day 2: Triage and Early Resolution

- Grievance Triage Matrix — Routing Complaints to the Right Process
- Speak-Up and Conduct Referral Criteria — Escalating Beyond Ordinary Grievances
- Acknowledgement and Intake Records — Setting Expectations with the Employee
- Facilitated Conversations Between Staff and Managers — Resolving Issues Informally
- Interim Measures and Temporary Moves — Protecting Parties During a Case

### Day 3: Fact-Gathering for Contested Cases

- Investigator Terms of Reference — Framing Questions and Scope
- Witness Interview Planning and Note Taking — Capturing Reliable Accounts
- Core Banking and Email Record Requests — Testing Claims Against Evidence
- Chronology and Evidence Grid — Finding Gaps and Contradictions
- Findings Report Structure — Presenting Facts Without Prejudging Outcomes

### Day 4: Hearing Panels, Sanctions and Appeals

- Panel Composition and Conflict Checks — Choosing Impartial Decision Makers
- Hearing Running Order and Companion Rights — Keeping Procedure Fair
- Balance of Probabilities Reasoning — Reaching Defensible Findings
- Remedies, Sanctions and Outcome Letters — Matching Decisions to Policy Precedent
- Appeal Panel Handling — Reviewing Grounds Without Rehearing Everything

## Day 5: Practising the Grievance Case File and Resolution Plan

- Triage of a Branch Sales Complaint Scenario — Applying the Day Two Matrix
- Interview Plan and Evidence Grid for the Scenario — Using Day Three Methods
- Mock Hearing Panel and Outcome Letter — Applying Day Four Procedure
- Grievance Heat Map for Conduct Committee — Linking Cases to Culture Indicators
- Grievance Case File and Resolution Plan Completion — Presenting to HR Leadership

## Applying Bank Employee Grievance Triage and Hearing Panel After the Course

- Run the open grievance caseload through the triage matrix and re-route any case that belongs in a conduct or speak-up channel.
- Rebuild the bank's outcome letter template so each letter states findings, reasons, remedies and appeal grounds.

## Bank Employee Grievance Triage and Hearing Panel Questions FAQ

### What is bank employee grievance triage and hearing panel practice, and why does it matter now?

It is how a bank routes staff complaints and decides contested cases through fair panels. It matters now because sales pressure and restructuring make grievances more frequent and sensitive.

### Which roles gain most from bank employee grievance triage and hearing panel training?

Grievance case handlers and employee relations advisers gain most, along with panel chairs and internal investigators.

### How does bank employee grievance triage and hearing panel training differ from a general employee relations course?

It uses banking cases only, such as incentive disputes, branch restructuring and complaints that reveal conduct risk. It gives more time to routing and to hearing panels.

### What do you bring back from bank employee grievance triage and hearing panel training?

You bring back a grievance case file and resolution plan, with triage decision, evidence grid and outcome letter.

## Bank Employee Grievance Triage and Hearing Panel: The Way Forward

The grievance case file and resolution plan first informs whether a live complaint stays in the grievance route or moves to a conduct review. Case handlers brief panels with it and HR leaders read its heat map. After the first quarter, revisit whether triage criteria caught the conduct cases that mattered.