Workplace Hero

Workplace complaint letter template

Free editable template | Replace every [placeholder] and remove unused wording. This version raises a concern for discussion; it is not a substitute for a formal grievance letter.

[Your name and job title]

[Date]

[Appropriate manager or HR contact]

[Organisation]

Subject: Workplace concern - [Brief description]

Dear [Name],

I am writing to raise a concern about [Brief factual summary] and to request that we review the situation.

On [Date or approximate date], [Describe what happened, where it happened and who was involved, if relevant]. A further example occurred on [Date], when [Factual description].

This has affected [Explain the actual impact on your work, agreed arrangements or wellbeing. Share only relevant personal information you choose to disclose].

I raised this with [Name or role] on [Date]. [Summarise the response and what remains unresolved].

I would appreciate [A reasonable request, such as a meeting, explanation, correction or review of arrangements]. My suggested approach is [Proposed action, if appropriate].

Please acknowledge this concern and let me know the appropriate next steps and when I can expect an update. I can provide [Relevant emails, notes or other information] through an appropriate secure channel.

Thank you for considering my concerns.

Kind regards,

[Your name]

Choose the correct reporting route

If you want to initiate the formal grievance procedure, state this explicitly and use the WorkplaceHero grievance letter template instead. Serious concerns may require formal handling even without the word “grievance”. Follow urgent safety, safeguarding or whistleblowing procedures where appropriate.

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Example email and useful wording

The example is fictional. Adapt it to real events and the relevant procedure; do not present invented events as facts.

Example: short-notice schedule changes

Subject: Request to review changes to working arrangements

Dear [Manager's name],

I am writing to raise a concern about recent changes to my agreed working schedule. Changes to my start time on 6 and 13 October were communicated the afternoon before the affected shift.

I understand that operational needs can change. However, the short notice has made it difficult to manage my existing commitments and plan my workload. I raised this during our conversation on 8 October, but a similar change occurred the following week.

Could we arrange a meeting to review the situation and agree how future changes will be discussed and communicated? Please let me know a suitable time and confirm the next steps.

Kind regards, [Your name]

Following up when you have no response

I am following up on the concern I raised on [Date] about [Topic]. Please confirm whether this has been reviewed, who is handling it and when I can expect an update.

Requesting an alternative contact

As this concern relates to my line manager, please confirm an appropriate alternative contact and how any conflict of interest will be managed.

Preparation checklist

1. Check the policy and choose the right recipient and reporting route.
2. Set out dates and specific events; label approximate dates clearly.
3. Separate what you observed from your interpretation of events.
4. Explain the impact and the action you are requesting.
5. Refer to any earlier discussions and their outcome.
6. Keep a copy; share sensitive information only with appropriate people.

Only use evidence you are lawfully entitled to access. Confidentiality cannot always be absolute: relevant information may need to be shared for a fair investigation.

An internal complaint or grievance does not automatically pause tribunal deadlines. Seek advice promptly; do not wait for the internal outcome. Urgent safety concerns need immediate reporting, not a routine complaint email.

General information for Great Britain, not individual legal advice. Northern Ireland has different arrangements: lra.org.uk. Guidance: acas.org.uk/how-to-raise-a-problem-at-work | acas.org.uk/employment-tribunal-time-limits. Checked 3 November 2026.