







# AI Generated Complaints & Grievances





Guidance for UK Hospitality







## What You Might See:

-  Highly polished, legal sounding language
-  Long, structured timelines of events
-  Formal tone that feels more serious than expected
-  Specific demands or outcomes requested


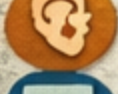
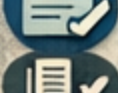



## How to Respond (Manager Essentials):

-  Focus on the issue, not who wrote it
-  Follow your grievance procedures
-  Move quickly to a human conversation
-  Keep tone calm, factual and respectful

## Common Mistakes to Avoid:

-  Accusing or questioning AI use
-  Responding with legalistic or defensive language
-  Email only handling of the issues
-  Inconsistent handling across sites

## Good Practice Checklist:

-  Acknowledge promptly
-  Listen first – clarify facts in person
-  Document fairness and reasoning
-  Follow your policies & ACAS procedures
-  Train managers in handling complaints & mediation
-  Quietly update policies for AI drafting