



## Polasaí agus Nósanna Imeachta/Policies and Procedures

<b>Code</b>	QA113
<b>Title</b>	Grievance Procedure
<b>Policy Owner</b>	-
<b>Date</b>	12 November 2015
<b>Approved By</b>	-

### 1.0 Purpose

The objective of this procedure is to provide an opportunity for an employee to raise formally an individual grievance on matters relevant to their employment or conditions of service where the normal and customary channel of discussion with their direct supervisor has been unable to resolve the issue.

### 2.0 Description

An individual grievance will be examined as quickly as possible by the immediate supervisor, where the immediate supervisor is the subject of the grievance the matter will be considered by a higher authority. Both parties should endeavour to reach agreement at as early a stage in the procedure as possible. Any remedies or recommendations for future action will be clearly stated, but in any event within 10 working days.

- a) At all stages of the procedure the employee will be given the opportunity to state his or her case and have the right to be accompanied by a representative of a recognised Trade Union and/or University colleague.
- b) Upon receipt of a grievance the appropriate manager should carry out an investigation to establish the facts promptly. A clear written record should be made of the issues raised and discussed and furthermore an accurate record of the matters still in dispute should be made for the next stage of the procedure.
- c) The Grievance Procedure provides a mechanism to solve problems and no employee shall suffer any form of victimisation as a result of raising a grievance under this procedure.
- d) Panels convened to hear the grievance at Stage 3 should reflect an appropriate gender balance.
- e) Anyone who is responsible for hearing a grievance should receive appropriate training, including training in equality of opportunity as issues relating to discrimination may be identified under this procedure. If this occurs the case should be referred to the Director of Human Resources for investigation and action.
- f) Nothing in this procedure may be construed as diminishing an employee's rights in law.

### 2.1 Procedure

#### Stage 1

Where a member of staff is aggrieved on a matter relevant to their employment or conditions of service, the individual shall in the first instance discuss the matter with the immediate supervisor making it clear that they are invoking the first stage of the grievance procedure. The Supervisor will provide a response to the individual within 10 working days.

#### Stage 2

If the matter remains unresolved, or if no response is received, the employee may raise the matter in writing with the Head of School/Unit who will reply in writing, normally within 10 working days of being notified of the grievance. Before replying the Head of School/Unit should consult a member of the Human Resources Office who may attend a grievance hearing if appropriate.

#### Stage 3

If the matter still remains unresolved, or if no response is received, the aggrieved member of staff may report the grievance in writing to the Human Resources Office which will make arrangements for the grievance to be heard.



The meeting will normally be held within ten working days of the grievance being raised with the Human Resources Office. The panel will normally include the Director of Human Resources (or nominee), the appropriate Dean or Head of School/Unit, and will be chaired by a member of the Governing Authority not employed by the University.

The decision of the panel will be final and will be notified to the employee in writing, normally within 10 working days of the complaint being heard.

It is noted that all stages of the above procedure will normally be exhausted before other action is taken by an employee.

### 3.0 Responsibilities

Name	Responsibility
Director of Human Resources	<ul style="list-style-type: none"> <li>• Policy Owner</li> <li>• Participate as Panel Member at stage 3 of the process</li> </ul>
Employee	Where a member of staff is aggrieved on a matter relevant to their employment or conditions of service, the individual shall raise the matter in accordance with the Grievance Policy and stages outlined therein
Line Manager	<ul style="list-style-type: none"> <li>• At stage 1 where a matter is raised with a Line Manager, they will provide a response to the individual within 10 working days.</li> <li>• The matter should be examined as quickly as possible by the immediate supervisor.</li> <li>• A clear written record should be made of the issues raised and discussed and furthermore an accurate record of the matters still in dispute should be made for the next stage of the procedure.</li> </ul>
Human Resources Office	Ensure anyone who is responsible for hearing a grievance should receive appropriate training, including training in equality of opportunity as issues relating to discrimination may be identified under this procedure
Head of School /Unit	<ul style="list-style-type: none"> <li>• If a matter remains unresolved, or if no response is received, the employee may raise the matter in writing with the Head of School/Unit who will reply in writing, normally within 10 working days of being notified of the grievance. Before replying the Head of School/Unit should consult a member of the Human Resources Office who may attend a grievance hearing if appropriate.</li> <li>• Participate as Panel Member where required.</li> </ul>
Governing Authority Member	Chair panel where required

### 4.0 Attachments & Links

- [Code of Conduct](#)
- [Organisation & Staff Training and Development Website](#)
- [Employee Assistance Program](#)