



## **GRIEVANCE POLICY (28 March 2022)**

### **1.0 Purpose of the Grievance procedure**


The Friends of the Royal Hospital Donnybrook (FRHD) is committed to promoting and maintaining good staff relations and fostering the commitment and morale of staff and volunteers. The purpose of Grievance Procedure is to enable employees/volunteers to raise any complaints concerning his or her terms and conditions of employment, working environment or working relationships so that they may be addressed promptly without disruption to the FRHD and as close to the point of origin as possible without repercussion.

In accordance with legislation, staff members will be treated fairly and justly in all matters relating to the Grievance Policy.

### **2.0 Persons Affected**

All members of staff and volunteers of The Friends of the Royal Hospital Donnybrook.

### **3.0 Policy**

All staff members and Board members will receive, at the commencement of employment, a copy of these Procedures. The policy is also available on the FRHD website. 

Staff members/volunteers will be treated fairly and justly. Regardless of the outcome, a staff member will not suffer any repercussions in any way for making a complaint or raising an issue. [L] [SEP]

The staff member/volunteer should raise complaints on an informal basis in the first instance before invoking the formal grievance procedure. [L] [SEP]

Every effort should be made to address the complaint quickly and fairly and at the lowest level possible at which the matter can be resolved. [L] [SEP]

Every effort should be made to expedite matters under this policy. [L] [SEP]

The policy provides a comprehensive method of the resolution of grievances. In the norm issues raised under it will be processed in accordance with the principles of full consultation and agreement during the process or following third party recommendation. In the event of a grievance arising and where an employee/volunteer is working under protest a meeting with a Board member will be held within five working days of the request being received. Where the matter remains unresolved following this meeting the issue may be referred to a third party as a priority.

The grievance hearing should not be used as an opportunity to address shortcomings in the employees/volunteers work standards, conduct or attendance.

#### **4.0 Definition of Grievance**

A grievance may be defined as a complaint which an employee/volunteer has concerning his or her terms and conditions of employment, working environment or working relationships. This procedure covers individual and collective grievances. The type of issues which are appropriate for referral under this procedure include

- Allocation of work [L] [SEP]
- Assignment of duties [L] [SEP]
- Granting of all forms of leave. [L] [SEP]
- Access to training and courses. [L] [SEP]
- Health and Safety issues. [L] [SEP]
- Conduct of disciplinary proceedings. [L] [SEP]
- Relationships with work colleagues.
- This list is not exhaustive. [L] [SEP] [L] [SEP]

## **5.0 Responsibilities**

### Staff/Volunteer

Staff must familiarise themselves with the content of this policy and seek clarification of any points that are unclear and must comply with the contents of this policy. Volunteers can access the policy, if required, from the website.

### Board Members

Board members must familiarise themselves with the content of this policy and seek clarification of any points that remain unclear.<sup>[L]</sup><sup>[SEP]</sup>They must ensure that all staff are familiar with policy and that a copy of the Policy is accessible to volunteers on the website.<sup>[L]</sup><sup>[SEP]</sup>They must ensure that any issue raised under the policy is dealt with speedily and appropriately and in line with agreed policy.

## **6.0 Grievance Procedure**

### *Pre-Procedure Stage - Informal Discussion*

Many routine complaints are capable of resolution on an informal basis. Initially the staff member/volunteer should raise the issue informally with the person to whom (s)he reports. This person should take notes of the grievance solution proposed.

If the matter at issue is with the person to whom the staff member reports, the staff member may discuss the matter informally with the next appropriate person in authority (e.g. alternate Board member).

If a positive outcome is not achieved the matter may be progressed through to Stage One

### *Stage One*

A staff member/volunteer should refer an issue (not resolved at informal discussion) to an alternate member of the Board of the FRHD. A meeting will be arranged to consider same as soon as possible (and not later than seven working days following receipt of the complaint).

\* If the grievance is task related, the staff member undertakes to carry out such task(s) under protest, pending a resolution to the matter. A meeting will be held within seven working days of the grievance being received to seek a resolution to the matter.

### *Stage Two*

If the issue is still unresolved at stage one the grievance can be escalated to the Chairman of the Board of FRHD, the grievance should be put in writing.

Following the meeting the decision will be conveyed in writing to the employee/volunteer within seven working days.

### *Stage Three*

Should agreement / resolution not be achieved at Stage Two, the matter may be referred to the Workplace Relations Commission (WRC) for a hearing if appropriate.

If the matter remains unresolved it may be appealed to the Labour Court.<sup>[1]</sup><sub>SEP</sub>

Note: No industrial action, or action intended to exert pressure, will be taken by either party until the procedures outlined herein are fully utilised and until two weeks after the Workplace Relations Commission / Labour Court has issued its recommendation. Furthermore, in the event of industrial action being contemplated, the Union involved undertakes to notify management in writing at least one week prior to the date of commencement.