

## **INDIVIDUAL GRIEVANCE PROCEDURE**

### **5.1 OBJECTIVE**

The objective of this procedure is to provide an employee who has a grievance, with the opportunity to have it examined quickly and effectively and where a grievance is deemed to exist, to have it resolved if possible, at the earliest practicable moment and at first level of management.

### **5.2 PROCEDURE**

This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a grievance. The procedure contains a total of four stages. However, as it is the aim of this procedure to settle matters at the earliest practicable moment and at the first possible appropriate management level, it is not anticipated that all grievances will go through all procedural stages.

#### **5.2.1 Stage 1 - Submission of Grievance**

An employee who feels aggrieved on any employment matter should discuss the problem initially with the Head of Department making it clear that the first stage of the Grievance Procedure is being invoked. The Head of Department will attempt to resolve the issue consulting where necessary with other members of management. A reply to the grievance should be given as soon as possible and in any case, within three working days from the time the grievance was first raised.

#### **5.2.2 Stage 2 - Involvement of Deputy Director of Corporate Affairs**

If the employee with the grievance is not satisfied with the reply from the Head of Department or has not received a reply within three working days a request may be made to the Head of Department to raise the matter with the Deputy Director of Corporate Affairs.

At this stage the grievance should be stated in writing.

On receipt of such a request the Deputy Director of Corporate Affairs shall make arrangements to hear the grievance and at this interview the employee may, if so desired, be accompanied by a representative of a recognised trade union or a friend. It is the responsibility of the Deputy Director of Corporate Affairs to make arrangements for the hearing to be held within two working days of the grievance being raised at this stage.

The decision of the Deputy Director of Corporate Affairs shall be given to the employee concerned as soon as possible and not later than five working days from the complaint being heard.

#### **5.2.3 Stage 3 - Involvement of Director of Corporate Affairs**

If the employee with the grievance is not satisfied with the reply from the Deputy Director of Corporate Affairs or has not received a reply within five working days a request may be made to the Deputy Director of Corporate Affairs to raise the matter with the Director of Corporate Affairs.

On receipt of such a request the Director of Corporate Affairs, shall make arrangements to hear the grievance. At this interview the employee, may, if so desired, be accompanied by a representative of a recognised trade union or a friend. It is the responsibility of the Director of Corporate Affairs to make arrangements for the hearing to be held within two working days of the grievance being raised at this stage.

#### **5.2.4 Stage 4 - Involvement of Principal**

If the employee with the grievance is not satisfied with the reply a request may be made for a meeting with the Principal.

On receipt of such a request the Principal shall make arrangements to hear the grievance and at this interview the employee may, if so desired, be accompanied by a representative of a recognised trade union or friend. It is the responsibility of the Principal to make arrangements for the hearing to be held within two working days of the grievance being raised at this stage.

The decision of the Principal shall be given to the employee concerned as soon as possible and not later than five working days from the complaint being heard by him.

Reference to the Principal shall be the final stage of the College's individual grievance procedure and his decision is final.

N.B. Any employee who has a grievance must exhaust each stage of the procedure before proceeding to the next stage. Where this has not taken place any member of management concerned shall be entitled to refer the employee back to the appropriate stage to be followed. The matter shall not be progressed unless and until the appropriate procedural stages are complied with.