



# **Grievance Policy**

## **Purpose**

The purpose of this policy and its associated procedure is to provide a procedure for the resolution of problems that arise. In addition it is to promote and support a working environment conducive to the achievement of excellence and efficiency in all the University's activities. As such, this policy is intended to reflect the high value the University places on its community and forms part of the University's industrial relations structures.

## **Scope**

This policy applies to all employees of the University (academic, professional, support and research centres). This collective is hereinafter referred to as 'the University'.

This policy does not apply to the DCU Commercial Group of Companies which adhere to their own policy.

## **Definition of a Grievance**

A grievance may be defined as a complaint which an employee(s) has concerning their terms and conditions of employment, working environment or working relationships.

## **Policy Statement / Principles**

The University places great importance on its community and is committed to the development and maintenance of a positive working environment, which encourages open and constructive communication between all management and employees. However, it is recognised that from time-to-time employee grievances will occur and that open discussion can facilitate an early resolution.

- Employees, in the first instance, should make reasonable efforts to resolve grievances informally through discussion with their immediate supervisor / manager.
- Every effort will be made to address complaints quickly and fairly and at a local level.
- The employee has the right to be represented by a Union Representative or work colleague at all formal hearings under the grievance procedure.
- The time limits identified are guides and should be interpreted by all parties reasonably.
- While every effort will be made to adhere to the prescribed time limits these may be extended at any stage should circumstances dictate and necessitate.
- This policy and its procedure provide a comprehensive internal framework for the facilitation of grievance resolution.

- In line with the principles of natural justice, no grievance will be investigated or heard by persons significantly involved in the complaint.
- Any employee who wishes to raise a grievance with regards to an instruction from their line manager, they consider unreasonable, should carry out such instruction under written protest and refer the matter under the Grievance Policy. No disciplinary action will take place on a dispute arising out of this clause before a meeting has taken place.
- The University reserves the right to direct an employee to policies and procedures, other than Grievance, where a resolution is expressly provided for elsewhere.
- An employee will not be penalised in any way for making a complaint in good faith regardless of whether or not the complaint is upheld.
- Any complaints found to be made in bad faith (vexatious) will be dealt with accordingly and may involve formal action in accordance with the provisions of Statute 5 of 2010.

## **Roles & Responsibilities**

### **Employee**

- a) Consider and explore local and informal resolution in advance of instigating the formal procedure;
- b) Ensure that the dignity of colleagues is maintained at all times;
- c) Engage with and adhere to this Grievance Policy and Procedure at all times;
- d) Commit to only submitting bona fide grievances and under no circumstances make vexations, misleading, false or malicious complaints;
- e) Maintain discretion and confidentiality at all times during the process and only divulge relevant information with relevant persons; &
- f) Make themselves available to attend meetings as required.

### **Line Manager**

- a) Engage with and adhere to this Grievance Policy and Procedure at all times;
- b) Ensure that the dignity of colleagues is maintained at all times;
- c) Treat employee(s) who have made the complaint with dignity and respect at all times;
- d) Handle any grievance with confidentiality and discretion with due regard for the circumstances; &
- e) Make themselves available to attend meetings as required.

### **Human Resources**

- a) Engage with and adhere to this Grievance Policy and Procedure at all times;

- b) Provide support and assistance where appropriate to the relevant employee and Line Manager(s);
- c) Ensure that the dignity of colleagues is maintained at all times;
- d) Maintain discretion and confidentiality when required with due regard to the circumstances;
- e) Deal with all grievances fairly, transparently and impartially; &
- f) Keep all relevant parties informed during the grievance process of pertinent developments.

## Contact

Should you have any queries on this policy please contact your HR Representative.


## Support

Employees can avail of the University’s Employee Assistance Service (EAS) which offers both practical and emotional support to staff and their immediate families who have experienced bereavement. Details of the EAS can be found on the DCU website.

## Policy Review

This policy will be reviewed every 24 months or as soon as practicable after there has been a material change in any matter to which this policy refers.

## Version Control

<b>Document Name</b>	Grievance Policy		 Ollscoil Chathair Bhaile Átha Cliath Dublin City University
<b>Unit Owner</b>	Human Resources		
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End.