
Grievance Policy

Coolmine Therapeutic
Community

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1. Responsibility for approval of policy	Board of Management
2. Responsibility for implementation	CEO
3. Responsibility for ensuring review	Operations Manager

Policy Statement

Coolmine Therapeutic Community aims to resolve problems and grievances promptly and fairly. It aims for this to happen as close to the source as possible with graduated steps for further discussions and resolution at higher levels of management as necessary.

Scope

This policy covers all staff, C.E. participants and volunteers within the organisation. There are also provisions for people from other agencies conducting in-reach services in Coolmine Therapeutic Community for the time they are on the premises.

Purpose

When an employee feels that they have a legitimate concern regarding any issue at work then such concerns should, if possible, be raised locally and resolved effectively and speedily. This should be done informally either through their Manager/Supervisor, or Human Resources if the employee does not wish to raise the issue with their Manager. The grievance can be almost anything that is of concern to an employee in connection with work or career such as perceived unfairness in dealing with staff, lack of consultation, environmental factors affecting work performance or Inadequate communication or discussion.

Principles

We strive to:

- ◆ Develop channels of communications and working relationships, which will prevent or minimise the incidence of grievances.
- ◆ Endeavour to settle grievances as close to the workplace as possible.
- ◆ Provide effective procedures by which staff can seek redress of an individual grievance.
- ◆ Give staff the opportunity to be represented by a work colleague or union representative at all stages of the formal process.

Process

Informal Grievance

The employee should attempt to resolve the complaint as close to the source as possible. Therefore every effort should be made to resolve grievances prior to the involvement of those outside the immediate working area

If the employee does not want to deal directly with the individual with whom they have the grievance, they should discuss this issue with their line manager or Human Resources to explore possible informal solutions.

If the grievance involves the line manager, the employee should discuss the issue with the manager's superior and possible informal solutions should be explored.

Formal Grievances

If the informal process has been exhausted or if the employee feels that the matter has not been resolved to their satisfaction, then a formal procedure can be invoked.

Stage One

The employee should submit their grievance in writing to their manager or Human Resources.

The manager or supervisor will call a meeting as necessary. After the meeting the manager or supervisor will give a decision on the outcome of the grievance, in writing, within five days.

If the outcome of the process leads to a disciplinary action, this will be conducted according to the disciplinary procedure. This will be undertaken by a different manager / board member/s than the person involved in the investigation or grievance hearing. Appeals to this will be managed through the disciplinary appeals process.

Stage Two

If the concern is not resolved at Stage One, the Company will appoint an Independent Representative to consider the issue. This person will meet all parties involved in the grievance and issue their findings.

Stage Three

Failing resolution at Stage Two, the matter will be referred to the Labour Relations Commission for conciliation or for a hearing through a Rights Commissioner. If discussions at Conciliation level fail or if the Rights Commissioner's recommendation is unacceptable to either party, the matter will be referred to the Labour Court for a formal investigation, or in the case of a dismissal, to the Employment Appeals Tribunal.
