



Social Care Association of Ireland: Grievance Policy

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Social Care Ireland recognises that in the normal course of events, employees/members may encounter problems related to work relationships, company procedures or work itself. To facilitate the orderly and prompt resolution of such problems, Social Care Ireland operates an Employee/Member Grievance Procedure, which is outlined below.

Social Care Ireland has introduced this policy to ensure that each employee/member is treated equally and fairly, and that consistency is evident in the treatment of individual grievances.

Informal Procedure

All staff/members are encouraged to speak to the designated Board Member or supervisor as many problems can be resolved in this way.

Formal Procedure

Stage 1

Where the informal procedure does not resolve the problem or where the employee/member wishes to use the formal procedure in the first instance, the matter will be discussed between the employee/member and the designated Board Member.

It is important that the employee/member notifies the designated board member in writing that they are invoking the first stage of the Grievance Procedure. The designated Board Member will note down the details of the grievance, conduct an investigation and report back to the employee/member as soon as possible (usually within 5 – 10 working days). A summary of the meeting will be recorded and given to those in attendance.

Stage 2

If the grievance remains unresolved the matter will be referred to a different member of the Board of Directors delegated for this task, where a meeting will be arranged to discuss the matter. The meeting will take place within 7 working days after the written notification from the employee/member to progress to Stage 2 is received. A prompt decision will be given after the meeting (usually within 5 working days).

Stage 3

If the grievance remains unresolved the matter should be put in writing to the Board of Directors. A meeting with the Board Chairperson will be arranged to discuss the matter. Reasonable efforts will



be made to ensure a prompt decision will be given after the meeting, usually within 5-10 working days.

The decision of the Board Chairperson or designated person is final.

Staff are advised that they have the right to refer to the Labour Relations Commission for conciliation or a hearing by a Rights Commissioner. If still unresolved, it may be referred to the Labour Court for formal investigation.