

Grievance Procedure

INTRODUCTION

Our employees are the single most important resource at University College Dublin. The internal policies of UCD Personnel are intended to reflect the high value placed on human resources. Accordingly, the University is committed to the evolution of a communications policy that is open, honest and timely.

UCD Personnel provides an employee relations service that is available to staff. The service, which can be confidential, ranges from the provision of advice on policies and procedures in the University to representation at third party hearings. The primary focus of the service is to affect an early resolution of employee relations issues through intervention.

There are times when you may want to seek redress for work-related grievances. The University encourages free communication between all staff and management and the open airing of such problems can often help resolve them quickly and satisfactorily. However, if you have exhausted all informal processes and other specific procedures, and remain dissatisfied, the Grievance Procedure below should be generally followed. (If the issue is an appeal against a disciplinary decision, please refer to the Disciplinary Code detailed further below).

PRINCIPLES OF THE PROCEDURE

An individual grievance will be examined as quickly as possible by the immediate supervisor, where the immediate supervisor is the subject of the grievance the matter will be considered by a higher authority. Both parties should endeavour to reach agreement at as early a stage in the procedure as possible. Any remedies or recommendations for future action will be clearly stated.

At all stages of the procedure the employee will be given the opportunity to state his or her case and have the right to be accompanied by a representative of a recognised Trade Union and/or University colleague.

Upon receipt of a grievance the appropriate manager should promptly carry out an investigation to establish the facts. A clear written record should be made of the issues raised and discussed. Furthermore an accurate record of the matters still in dispute should be compiled for the next stage of the procedure.

The Grievance Procedure provides a mechanism to solve problems and no employee shall suffer any form of victimisation as a result of raising a grievance under this procedure. Anyone who is responsible for hearing a grievance should receive appropriate training, including training in equality of opportunity as issues relating to discrimination may be identified under this procedure. Nothing in this procedure may be construed as diminishing an employee's rights in law.

GRIEVANCE PROCEDURE

- 1 Raise the matter with your Manager or Head of School. Your manager will record the details of your grievance, give it due consideration and provide a decision.
- 2 If you can't or don't want to raise the matter with your Manager, you should refer it to the next level of Line Management.
- 3 If, having raised the matter with your Manager, or the next level, you are dissatisfied, you may present the grievance in writing to UCD Personnel. The Employee Relations Manager or Head of Personnel will consider the grievance.
- 4 If you still dissatisfied after raising the matter with UCD Personnel, you may present the grievance to your trade union.