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## AUC Grievance Procedure

# UCD Sports Club Grievance Policy

## 1. PURPOSE

UCD Sports Clubs are committed to promoting and maintaining good workplace relations and safeguarding the well-being of all employees and volunteers. It is recognised that from time to time difficulties will occur in the normal course of interaction between Club members/employees/volunteers. This is to be expected in any organisation or workplace and each UCD Sports Club endeavours to resolve any issues affecting its employees and/or volunteers quickly, efficiently and in an atmosphere of mutual trust and confidence. In most instances, it is intended that issues will be resolved informally between employee/volunteer and the line manager/ person assigned to manage in their Club. In cases where this is not possible, this Grievance Policy will apply.

When issues concerning a potential conflict of interest arise and/or where senior Club Officers are party to the grievance, the Club Secretary will endeavour to ensure an objective party of appropriate level of seniority is in place to hear the grievance.

Please note, in cases of alleged bullying and/or harassment, including alleged sexual harassment and sexual misconduct, the complainant concerned may channel their complaint through the University's Dignity and Respect Policy, where appropriate. If an employee/volunteer wishes to make a disclosure regarding a relevant wrongdoing, the person concerned may direct their disclosure through the University's Protected Disclosures Policy. Please note, the University reserves the right to direct the employee/volunteer to policies and procedures, other than this Grievance Procedure where a resolution is expressly provided for elsewhere within the University.

## 2. DEFINITIONS

### Grievance

A grievance may be defined as a complaint that an employee/volunteer has regarding their terms and conditions of employment, working environment or working relationships. A non-exhaustive list of grievances may include; assignment of duties, terms and conditions of employment, health and safety issues, and/or workplace change.

### Grievance Stages Informal Stage

Most grievances are capable of being resolved on an informal basis without recourse to the formal grievance process stages listed in the paragraphs below. Where a grievance arises, the parties concerned are encouraged to understand the other party's position and should seek, as far as possible, a mutually acceptable solution through informal means. Where appropriate, coaches should in the first instance raise the grievance informally and engage in respectful conversation with the Club Secretary to ascertain if a solution can be reached prior to evoking the formal stages of the grievance process.

### Formal Stages

Where a grievance remains unresolved following the informal stage of the grievance process, or where a grievance raised is not suitable to be dealt with informally, the grievance may be referred to the formal stages of the process listed below. There are four formal stages of the UCD Sports Club Grievance Process;

#### a. Formal Stage 1

This is the first step of the formal process of the grievance policy. Typically, where an employee/volunteer has a grievance, under Stage 1, they raise the grievance with their line manager/person assigned to manage.

#### b. Formal Stage 2

If the grievance cannot be resolved at Stage 1, the grievance may be referred to a more senior manager/officer (Club Captain / President/ Chair) under Stage 2 of the process.

#### c. Formal Stage 3

If the grievance remains unresolved after Stage 2, or if the grievance relates to remuneration, the grievance may be referred to AUC Executive Secretary. As appropriate, an investigator may be appointed to investigate the grievance. If necessary, this may be an external appointee.

#### d. Formal Stage 4

If having exhausted the internal resolution mechanisms at Stages 1 to 3, and the grievance remains unresolved, a referral to the Workplace Relations Commission may be made, where applicable.

### 3. PRINCIPLES

Below is a non-exhaustive list of this Grievance Policy's principles:

- i. Any grievance should be raised informally in the first instance with the intention of securing a resolution prior to invoking formal procedures;
- ii. The grievance should be addressed promptly and where possible, by the relevant line manager/Club Officer/person assigned to manage;
- iii. An employee/volunteer who has raised a grievance will not be penalised. In instances of where the issue raised is proven to be vexatious, misleading, false or malicious, such matters will be dealt with in accordance with AUC disciplinary mechanisms;
- iv. An employee/volunteer has the right to be accompanied at the formal stage of the grievance procedure by a colleague of their choice or by a Trade Union official;
- v. Time limits will be indicated and adhered to unless there are exceptional circumstance prevailing or due process requires extensions to the indicated timelines;
- vi. The decision to carry out any fact-finding enquiries as a result of a grievance shall not be inferred as liability or wrongdoing on any party;
- vii. If any issues arise which cannot immediately be disposed of and which are being processed in accordance with this Grievance Policy, including any referrals to third parties, normal working practices will continue pending the outcome of the proceedings. All parties should continue to work as normal and cooperate with any change(s) while the issues remain unresolved; and
- viii. The right of appeal for decisions made in accordance with this Grievance Policy shall be the next stage of the Grievance Procedure up to Stage 4 of the policy, where applicable.

### 4. ROLES AND RESPONSIBILITIES

A employee/volunteer making a grievance complaint under this Policy shall:

- i. Consider in the first instance local and informal resolution options in advance of instigating formal grievance procedures;
- ii. Engage with and adhere to this Grievance Policy at all times;
- iii. Commit to only submitting bona fide grievances and under no circumstances make vexations, misleading, false or malicious complaints;
- iv. Not treat differently or inappropriately interact with any UCD Sports Club members, employees or volunteers;
- v. Not interfere with UCD Sports Club or University property, including electronic data, as a result of grievance proceedings;
- vi. Maintain discretion and confidentiality when required with due regard for the circumstances
- vii. Make themselves available to attend meetings as required; and
- viii. Ensure that the dignity of UCD Sports Club members is maintained at all times.

Relevant manager(s)/Club Officers shall:

- i. Engage with this Grievance Policy fully at all times;
- ii. Treat a person who has raised a grievance with dignity and respect at all times;
- iii. Handle any grievance with confidentiality and discretion with due regard for the circumstances;
- iv. Make themselves available to attend meetings as required;
- v. Not punish, isolate, treat differently or inappropriately interact with any person who has raised a grievance or interfere with UCD Sports Club or University property, including electronic data, as a result of grievance proceedings; and
- vi. Maintain discretion and confidentiality when required with due regard for the circumstances.

UCD sport Club employees and volunteers shall:

- i. Treat all Club members, employees and volunteers with dignity and respect at all times;
- ii. Not treat differently or inappropriately interact with any person;
- iii. Not interfere with University property, including electronic data, as a result of grievance proceedings;
- iv. Use discretion at all times concerning the grievance; and
- v. Make themselves available to attend meetings as required.

## **5. RELATED DOCUMENTS**

- UCD Dignity & Respect Policy
- AUC Disciplinary Policy
- Industrial Relations Act 1990 (Code of Practice on Grievance and Disciplinary Procedures) (Declaration) Order, 2000