

**STAFF COMPLAINTS, GRIEVANCES AND APPEALS POLICY**

**We recognise that from time to time individual paid and unpaid staff may have grievances that need to be resolved in the interests of good relationships.**

**The Grievance procedure aims to ensure that grievances are resolved by negotiation and open discussion between the parties.**

	<b>DATE ORIGINALLY RATIFIED</b>	<b>DATE AMENDED</b>
<b>SIGNATURE</b>		

We aim to achieve this above policy through a fair and equitable process as stated in the 12 point plan below.

**Procedures** ; All paid and unpaid workers will have the right to have a grievance heard through all levels of management.

1. In the first instance the worker will attempt to resolve the grievance with the other party concerned. The worker may approach the appropriate Manager or coordinator for a confidential discussion and advice on the issue.
2. If the situation remains unresolved, then the staff member will notify the Executive Director in writing and the issue will be raised with the Board at its next meeting.
3. The Board shall make a decision and advise the worker within seven days.
4. If the worker remains aggrieved, then the worker may attend a meeting of the Board. Another representative may be present if the worker requests it.
5. The worker may request that the Executive Director not be present while they address the meeting.

6. The Board shall make a decision and advise the worker of their decision within seven days.
7. The decision of the Board is final.
8. Until the outcome of the grievance is determined, work will continue normally in accordance with usual work procedures while discussion takes place.
9. No party will have the continuance of work opportunities prejudiced by the final outcome of the dispute.
10. The Executive Director and the Board will ensure that their decisions are in line with the relevant Acts of Parliament that govern the engagement of paid and unpaid staff.
11. If staff feel they have been unfairly discriminated against on the grounds of sex, race, religion, age etc. they may refer to the Equal Opportunity Commission
12. In cases where a staff member feels aggrieved they will be made aware of their right to consult with the Equal Opportunity Commission.