




# Grievance Procedure: Management checklist




A grievance is a complaint which an employee/s has concerning any aspect of their employment, working environment or professional working relationships. A grievance is **not** a complaint about Bullying and Harassment or nationally agreed general pay and conditions.

-  Your first starting point should **always** be to read your VEC's Grievance Procedure, memorandum and FAQ document.
-  Most routine complaints can be resolved on an **informal** basis without using the formal stages of the procedure i.e. both parties sitting down together and finding a mutually acceptable solution.
-  **Mediation**, if agreed by both parties, can be used at any time during the process (informal or formal stages).

If, however, the employee decides to invoke the formal procedure,

## HAVE YOU?

(as principal/head of centre/line manager)

STAGE	ACTION	TIME	
	Received details of the grievance in writing?		
STAGE 1	Arranged a meeting between the parties (and/or their representatives) where a mutually acceptable solution is sought and an agreed statement of outcome is prepared.	WITHIN 5 WORKING DAYS (WD)	
STAGE 2	If the matter is not resolved, have you referred it to a second meeting, attended by Principal/ Centre Head and both parties and/or their reps, where a mutually acceptable solution is sought and an agreed statement of outcome is prepared?	WITHIN A FURTHER 10 WDS	
STAGE 3	If the matter is not resolved, have you referred the matter to stage 3 where the trade union representative seeks a meeting with the CEO on behalf of the aggrieved employee? If the grievance is resolved by conciliation the matter is concluded.	WITHIN A FURTHER 10 WD	
	If this is not possible, the CEO will adjudicate and convey a decision in writing to all parties.	WITHIN A FURTHER 10 WD	
STAGE 4	The complainant has the right to appeal the decision to an independent third party. See Grievance procedure for details.	SEE PROCEDURE	



For information on grievances against a Principal, Director or CEO, please refer to page 5 of the procedure.