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Grievance Procedure

Grievances will occur in the normal course of interaction in any organisation or workplace. It is the organisation's intention to resolve amicably, at all times, any disagreements between it and individual employees or groups of employees, or between employees themselves.

In the event that a staff member becomes dissatisfied with some aspect of their work and this dissatisfaction cannot be readily resolved through normal relationships with colleagues, with their manager and/or with the CEO, the grievance procedure set out below will be used. The objective of this procedure is to provide a mechanism whereby grievances may be speedily addressed and resolved, with access to senior management to achieve this where necessary.

Formal grievances raised will be placed on your personnel file, along with a record of any decisions taken, any appeal notices, the outcome of any appeal, and any other notes or other documents compiled during the grievance process and will be retained in line with data protection legislation. Depending on the circumstances, we may choose, at our discretion, to use an external facilitator or mediator to try and address your grievance.
This procedure does not apply to agency workers or self-employed contractors.
Employees against whom allegations are made are entitled to be advised of the party making the allegations and to be provided with full details of the allegations, save in very exceptional circumstances.

The following procedure outlines the method by which members of staff can raise a grievance.

Stage 1 – Informal Approach

If you are dissatisfied with any aspect of your employment, it is often best to resolve the matter informally by discussing it with your line manager as soon as possible. If this is not appropriate, or where the grievance relates to your manager, you may discuss it with another member of management.

Stage 2- Formal Approach

If you have a grievance that cannot be resolved informally, then you should confirm in writing that you wish to invoke the formal process and set out your grievance in writing and give it to your line manager or another member of management, or if the grievance is against the CEO to the Board Chairperson.
The written grievance should contain a description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. You should include details in relation to the steps taken so far to try and resolve the grievance and the remedy sought. In some situations you may be asked to provide further information.

If the manager considers it appropriate, you will then be invited to attend a meeting to discuss the matter. The meeting will take place once there has been a reasonable opportunity for Dyslexia Ireland to consider your grievance, which will normally be within 10 working days of receiving your grievance. You must take all reasonable steps to attend the meeting and must co-operate fully and promptly in any investigation. This may include disclosing the names of any relevant witnesses, sharing any relevant documents and attending meetings, as part of the investigation.

You have the right and may choose to be accompanied at that meeting by one of your work colleagues. You must tell the manager holding the meeting, in good time before the meeting, who your chosen companion is. Employees are allowed reasonable time off from their duties without loss of pay to act as a companion. In some circumstances your choice of companion may not be permitted, for example, due to a conflict of interest or where their presence may prejudice the meeting. If the person you wish to attend the meeting with you is unavailable on the date we propose, you must suggest a reasonable alternative time within five working days following the original date of the meeting or choose an alternative companion.

During the meeting, your grievance will be discussed to ensure we fully understand the nature of your grievance. If you choose to be accompanied by a colleague, they will be permitted to address the person hearing the grievance and you will be allowed to confer with them, but they will not be allowed to answer questions on your behalf.

To resolve your grievance, all involved parties (namely the person making the grievance and the person whom the grievance is against) will be given an opportunity to fully explain their position.

After an initial grievance meeting the person reviewing the grievance may carry out further investigations and hold further grievance meetings as they consider appropriate. Such meetings will be arranged without unreasonable delay. The amount of any investigation required will depend on the nature of the grievance and will vary from case to case. It may involve interviewing and taking statements from the parties involved in the grievance, any witnesses and / or reviewing relevant documents.

You will be informed in writing, as soon as reasonably practicable, but normally within seven working days of the final grievance meeting of the decision regarding the grievance, the reasons for it, and any further action recommended to resolve the grievance. You will also be informed of the right of appeal.

A copy of the grievance decision (redacted where appropriate) may also be given to any employees who are the subject of the grievance.

Stage 3 – Appeal

If you are not happy with the outcome of the grievance at Stage 2, you may submit an appeal in writing to a more senior member of management who will be advised to you in the written outcome at Stage 2. This must be submitted within five working days of notification of the formal grievance decision.

When appealing you must set out in full the grounds of appeal. The appeal will be based on the specific grounds of appeal and will not be a full re-hearing.

If the appeal manager considers it appropriate, you will be invited to attend a meeting to discuss your appeal normally within seven working days of receiving the written appeal. Appeals will be heard by a person who has not been involved in the earlier grievance meetings and is, where practicable, the same level or senior to the manager who conducted the initial grievance meeting.

You must take all reasonable steps to attend the appeal meeting. As above, you may choose to be accompanied at the meeting by one of your work colleagues and the same procedures apply as set out above.

After the meeting (and any subsequent meetings with involved parties), you will be informed in writing of the appeal manager's decision, as soon as reasonably practicable, but usually within seven working days of the appeal. This will be the final stage of the grievance process and the decision is final.

The objective of all parties should be to resolve the problem at the earliest possible stage of this procedure. Where it is necessary to progress a problem through the procedure, this will be done as speedily as possible.

Grievances about bullying or harassment

If a grievance concerns bullying or harassment, the procedure set out in the Dignity and Respect at Work Policy should be followed.

Disciplinary proceedings and other matters

There may be circumstances where there is an overlap or connection between matters raised under this policy and matters raised under the Disciplinary Policy. How this is handled will depend on the circumstances. The disciplinary matter may be put on hold, with the grievance being handled first or both matters may be managed at the same time. In the interests of fairness and expediency, especially where proceedings are underway under

both policies, either procedure may need to be modified without losing the intent of both policies.
This procedure should not be used to complain about the Disciplinary Procedure or any disciplinary action that Dyslexia Ireland has taken against an employee. If an employee is dissatisfied with any disciplinary procedure or action, the employee should submit an appeal under the Disciplinary Procedure.

Confidentiality

All parties involved in the grievance procedure must treat any information obtained during the informal or formal procedure in the strictest of confidence. Dyslexia Ireland will do its utmost to ensure that all matters related to a grievance procedure are treated confidentially. However, it is not possible to guarantee confidentiality and/or anonymity to anyone involved in the procedure or to any information received during the course of the procedure, especially in situations where Dyslexia Ireland has a legal obligation to report a matter to relevant authorities, for example, Tusla or An Garda Síochána. There may be occasions in which members of Dyslexia Ireland may have or legitimately believe they have, a duty to disclose information to Dyslexia Ireland where there is serious concern regarding the risk to health and safety of an individual or to another person.

Members of Dyslexia Ireland are not permitted to comment on grievance matters involving them or their colleagues on social media, email etc. This is not limited to communication forums within Dyslexia Ireland. Individuals must not comment in any publication inclusive of the press, a journal, or the internet whether created inside or outside of Dyslexia Ireland. To do so without appropriate authorisation could result in disciplinary action, up to and including dismissal for gross misconduct.

Meetings using electronic means

Any meeting held under this procedure may take place using suitable electronic means. As long as you and any other participant (e.g. a witness or companion) can hear, see and speak to each other at relevant times, it is immaterial whether everyone is in the same place.

If your participation may be prejudiced by a meeting using electronic means, for example because you lack suitable equipment or have a disability, or access need, which would affect your participation, you should tell us in good time. In such circumstances, we will consider modifying the arrangements for the meeting (which may include holding the meeting or some aspect of it in person).

If you find communication is impaired for any reason during a meeting (e.g. screen freezing, losing sound), you should tell the person chairing the meeting at once. If communication deteriorates, we will do what we can to remedy matters for example by finding other

equipment, speaking on the phone or making other modifications such as holding some aspect of the meeting in person.

Reference to “suitable electronic means” means technology which ensures that at any time which is relevant each person participating in the meeting may hear, see and speak to any other person participating.

Use of recording devices

You, and anyone accompanying you (including witnesses and companions), must not make any recordings (whether on your own device or on a Dyslexia Ireland device) of any meeting or conversation under this procedure without the express consent of the person or people being recorded. This consent must be obtained in advance of making any recording. Making a recording without the consent of the person or people being recorded will be treated as gross misconduct and may lead to the summary termination of your employment.

Policy Status and Amendment

This policy does not form part of Dyslexia Ireland employees’ contracts of employment and may be amended at any time.