

Nevin Economic Research Institute (NERI)

GRIEVANCE PROCEDURE

1. Introduction

1.1 The purpose of this grievance procedure is to facilitate fair and speedy resolution of any problem or grievance employee/employees may have relating to their employment with Congress. It aims to ensure that all grievances are dealt with without undue delay and at the earliest possible stage of the procedure.

1.2 It is accepted that in the normal course of their work employees will take part in discussions with their Line Manager in relation to their work. If at any point an employee believes s/he has a dispute or grievance s/he shall firstly raise the matter informally through the procedures outlined below.

2. Informal Procedure for Avoiding Disputes

2.1 The procedure to be followed for informal settlement of disputes is:

- (i)** In the first instance the employee(s) should make efforts to resolve grievances directly with the person(s) concerned or with their Line Manager.
- (ii)** If the dispute is with their Line Manager the employee(s) may raise the issue with one of the NERI Co-directors.
- (iii)** Line Managers should in the first instance discuss any grievance/dispute they may have with the NERI Co-directors.

2.2 The Line Manager/NERI Co-director (as appropriate) will investigate the grievance and report back to the employee(s) as soon as possible but no later than 10 working days.

2.3 It is assumed that disputes and grievances will be resolved as per the procedures outlined above. The outcome shall be communicated in writing to the person(s) concerned.

2.4 In the event of the matter not being resolved informally, then the formal procedure as set out below will be invoked.

3. Formal Procedure for Avoiding Disputes

- 3.1** If no satisfactory outcome is reached, the subject of the dispute or grievance shall be referred in writing to the NERI Co-directors as appropriate, who will organise a meeting with the employee(s) within seven working days of receipt of the complaint. At such meetings employees have the right to be advised and/or accompanied by their union representative, full time official or other person(s) of their choice other than a legal representative. Any decision on the issue will be notified in writing to the employee(s) and their trade union representative(s) within 10 working days of the meeting.
- 3.2** If the matter remains unresolved the grievance may be referred to the General Purposes Committee (GPC) (as appropriate) in writing. The GPC will meet with the employee(s) and their union representatives with 7 working days of receipt of the complaint. Any decision on the issue will be notified in writing to the employee(s) and their union representative(s) within ten working days of the meeting.
- 3.3** If the issue still remains unresolved the issue will be referred to the Workplace Relations Commission for investigation in the Republic and recommendation. Normally the parties will accept the final recommendation of the Workplace Relations Commission and only in the most compelling of circumstances will the recommendation be rejected by either party.

4. General Points Applying to this Procedure

- 4.1** It is understood that this procedure applies to both individual and collective disputes/grievances.
- 4.2** Employees may at all stages of the Formal Procedure be advised and/or accompanied by their trade union representative(s), full-time official(s) or other persons of their choice (as the employees decide), other than a legal representative; or the grievance may be presented directly on behalf of an employee by their union representative(s) or full time official(s). Where the trade union representative or full time official is involved, notice of all meetings will be sent to them as well as the employee(s).
- 4.3** A written record of each meeting, to include details of the grievance, NERI's response and the outcome of the meeting will be made and agreed by all parties.
- 4.4** Time limits set out in this procedure may be varied by mutual consent.
- 4.5** As in all cases where an existing agreement, custom, practice or working agreement is subject to dispute, the agreement, custom, practice or working agreement will continue to operate until a new agreement is reached.
- 4.6** Every effort will be made to resolve the grievance at each stage of the procedure.
- 4.7** All matters arising out of this procedure will be kept confidential to the employee(s), their trade union(s) and the NERI.

5. Preservation of Statutory Rights

- 5.1** Nothing in this procedure is intended to limit or curtail the statutory or legal rights of employees.

6. Review of the Procedure

- 6.1** This procedure will be reviewed and amended if necessary after being in place for 12 months.

- 6.2** Any proposed changes will be made in consultation with employees and their union representatives.