

# Waterford Academy Of Education

## Staff Grievance Procedure

### Introduction

This Grievance Procedure relates to issues raised by individuals employed by the Waterford Academy of Education. Grievances and disputes may arise from issues involving either an individual or a group of employees. Such issues may be personal or they may relate to the organisation.

The following principles apply:-

- ✓ WAE recognizes that employees have a legitimate interest in the affairs of the company and thus have a right to be consulted and informed about issues, which affect their employment.
- ✓ Employees have a right to bring matters, which concern them, to the attention of management.
- ✓ Management and employee opinions may be at variance from time to time. In such instances, management will strive to understand the employee(s) viewpoint, explain the management position and seek a mutually acceptable solution.
- ✓ Management will give serious consideration to matters brought to their attention by employees and attempt to action these matters in an appropriate, effective and equitable manner.

### Procedure

**Stage 1:** The grievance is brought to the attention of the Line Manager (in most cases, the Director of Studies). This should be done at a staff meeting or at a special meeting with the DoS. Even at Stage 1, grievances should not be raised at inappropriate times and places.

**Stage 2:** If no satisfactory solution has emerged at Stage 1, the matter should be referred to the Directors of the Academy. A formal meeting of all parties will take place and a solution sought.

**Stage 3:** If it is still impossible to reach agreement, the matter will be referred for external mediation. This may involve a rights commissioner or labour court conciliation.

**Stage 4:** Any issue which remains unresolved after Stage 3, may be referred for a full labour court investigation / employment appeals tribunal.