
Policy Title:	Grievance Policy
Description:	This Policy sets out steps for an informal and formal grievance procedure for MIE employees. It also sets out an appeal process.
Author (Position):	Director of Human Resources
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Grievance Policy

1. Purpose and Scope

The purpose of this / Grievance Policy (the “**Policy**”) is to ensure that employees of Marino Institute of Education (“**MIE**”) who have a problem or concern about their work, working environment or working relationships may have that grievance addressed formally or informally, as appropriate, by MIE within as short a time as possible. The Policy applies to all employees regardless of their length of service.

This Policy is intended to be a statement of current MIE policy in relation to all of its employees taking into account the Code of Practice on Grievance and Disciplinary Procedures of the Workplace Relations Commission. However, in exceptional circumstances MIE reserves the right to make any changes and amendments to this Procedure that it considers necessary, at any time, at its sole discretion. MIE may discontinue this process where it becomes impractical for either party to continue with it. MIE will inform the employee concerned if either of these situations arise.

Grievances raised under this Policy will be recorded and placed in MIE’s records and on the employee’s personnel file in accordance with MIE’s Records Retention Schedule. A copy of MIE’s grievance records concerning you will be supplied to you at your request.

2. The Procedure

2.1. Informal Procedure

MIE is of the view that an informal approach to solving matters can often be effective. Employees are encouraged, where appropriate, to raise their grievance informally with their manager.

If, however, an employee feels unable to speak with their manager, for example, because their grievance concerns their manager, then the employee should speak to a member of the HR Team. All parties should be encouraged to use the informal stage if at all possible. If the informal approach does not resolve the problem, or the employee does not feel that the informal procedure is appropriate, the employee should use the formal approach set out below.

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2.2. Formal Procedure

- A. An employee should put their grievance in writing and submit it to his/her manager. Where the grievance concerns the employee's manager then the grievance should be submitted to Director of Human Resources (HRD) or if the grievance concerns the HRD, then submit grievance to the HRD's line manager. The written grievance should contain as much detail as possible (including, where appropriate, possible dates, witnesses, steps taken to resolve the grievance to date, and the remedy sought).
- B. Your line manager/an appropriate person will meet with you, normally within 10 working days of receipt of the grievance, in order to discuss the matter with you. The purpose of the meeting is to enable you to explain the grievance and discuss the circumstances surrounding it.
- C. You are entitled to be accompanied by a colleague or a trade union representative at the meeting. MIE reserves the right to refuse your chosen representative attendance at the grievance meeting where, for example, in the reasonable opinion of MIE, his/her attendance would hinder the effective running of the meeting. You will be given the opportunity to change your chosen representative.
- D. Following this meeting, the line manager/an appropriate person may carry out such further investigations or hold such further grievance meetings as are considered necessary in order to fully investigate your grievance.
- E. As soon as possible thereafter you will be informed in writing of the outcome of the grievance and of your right to appeal.

2.3. Appeal

- A. You have a right to appeal against any grievance decision. You should inform the Director of Human Resources in writing of your wish to appeal within five working days of the date of the decision, setting out the grounds of your appeal.
- B. The appeal hearing will be conducted as soon as possible after the appeal is lodged. The reasons for the appeal should be set out in writing. The appeal may be dealt with in writing only or alternatively be heard by an appropriate person (not the individual

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who originally dealt with the grievance) as MIE may decide.

- C. The outcome of the appeal hearing will be final.

3. False or Malicious Grievances

MIE will not tolerate vexatious or malicious grievances and will address any grievances of this nature through appropriate procedures including the Disciplinary Procedure.

4. Review

In exceptional circumstances MIE reserves the right to make any changes and amendments to this Policy that it considers necessary at its sole discretion.

5. Related Documents

- 5.1. [Code of Practice on Grievance and Disciplinary Procedures](#)
- 5.2. [Disciplinary Policy](#)
- 5.3. [Dignity and Respect Policy](#)
- 5.4. [Code of Governance](#)
- 5.5. MIE's Records Retention Schedule