



Oifig an Stiúrthóra Náisiúnta, Acmhainní Daonna

Feidhmeannacht na Seirbhísí Sláinte

Ospidéal Dr. Steevens'

Baile Átha Cliath 8

Office of the National Director of Human Resources

Health Service Executive

Dr. Steevens' Hospital

Dublin 8

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Neasa Hourigan, T.D.

25th March, 2021

PQ12735/21 To ask the Minister for Health the process through which a formal grievance submission by a staff member of the HSE can be made to a manager; the responsibility on the HSE manager to arrange a grievance hearing; the recourse a member of staff has if a grievance hearing is not arranged; and if he will make a statement on the matter. -Neasa Hourigan

Dear Deputy,

I refer to your recent parliamentary question above which was sent to the HSE for reply.

A national Grievance Procedure (attached) has been agreed for all employees working in the Health Service. It is a staged procedure which allows an employee to pursue resolution of their grievance up through the management structures.

To initiate the formal grievance procedure the employee must write to his/her Line Manager giving brief details regarding the nature of their complaint and outlining that s/he wishes the matter to be progressed through the Grievance Procedure. Every effort should be made by both parties to resolve the matter as speedily as possible.

The number of stages in the Grievance Procedure depends on the size of the organisation. In the HSE there are three stages as follows:

Stage 1

The employee refers the complaint to the appropriate level of management.

Stage 2

If agreement cannot be reached at Stage 1, the matter may be referred to a more senior level of management.

Stage 3

If agreement cannot be reached at Stage 2 the matter may be referred to the Human Resources Department for a final hearing within the organisation.

When convening a meeting under the Grievance Procedure, the following arrangement should apply:

- » A meeting will be arranged to discuss the matter not later than seven working days following receipt of the grievance
- » The employee will be advised of his/her right to be accompanied by a work colleague or union representative

- » Notes should be made of the meeting, a copy given to the employee and a copy held on the employee's file
- » Following this meeting, the decision will be conveyed in writing to the employee within seven working days.

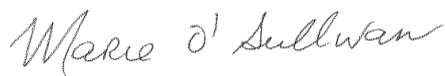
Stage 4

If the issue remains unresolved after the final internal stage, the matter may be referred by the employee to the Workplace Relations Commission (WRC).

If the employee perceives that their line manager is not addressing their grievance (s) within the timeframes set out in the Grievance Procedure the employee may refer the matter to a higher level of management or raise the matter with their local HR / Employee Relations Department.

I trust the above clarifies your queries about the Grievance Procedure for HSE employees.

Yours sincerely,



Marie O'Sullivan
National HR