

25th March 2021

Holly Cairns, T.D.,
Dáil Éireann,
Dublin 2.

PQ ref 13002/21

"To ask the Minister for Health the longest waiting time experienced by a HSE CHO4 staff member to have a grievance hearing arranged for stage 1 of the HSE grievance procedure following submission of a formal grievance; the longest waiting time experienced by a HSE CHO4 staff member for the arrangement of a stage 2 hearing following the completion of stage 1 among cases from 2020-2021; and if he will make a statement on the matter."

Dear Deputy Cairns,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response.

The HSE has in place a comprehensive suite of HR policies and procedures, to include a nationally agreed Grievance Procedure, to support staff in raising issues of concern in the workplace. With specific regard for the Grievance Procedure, the provisions of same include an informal procedure to allow for issues to be raised without recourse to the formal grievance procedure. The type of issues which are appropriate for referral under this procedure include the allocation of work, assignment of duties, rostering arrangements, granting of all forms of leaves, access to courses, etc. It is noted that issues relating to improvements in pay or existing terms and conditions of employment which are of general application, are not appropriate to the Grievance Procedure.

In the event that issues remain unresolved, employees may wish to progress same on an incremental basis through the formal stages of the Grievance Procedure, to include a referral to Stage 4 which provides for a referral of such matters to the State's industrial relations machinery. There are identified timelines within the formal procedures relating to the timing of such grievance meetings and the issuing of the decision following on from the grievance meeting and every effort is made by those participating in such workplace processes to ensure adherence to same, subject to circumstances allowing for same e.g. availability of the relevant personnel, information, etc. A central database of all grievances raised is not maintained, however, records of relevant correspondence and engagements held under the Grievance Procedures are maintained locally on a confidential basis having regard for General Data Protection Regulations and are also accessible to the relevant staff member concerned.

In recognising that workplace issues can present as challenging for those concerned, the Employer has in place the confidential services of the Occupational Health Department and the Employee Assistance Programme which are accessible by staff if required as an additional support.

If I can be of any further assistance please do not hesitate to contact me.

Yours sincerely,



Maria Daly
Interim Head of Human Resources
Cork Kerry Community Healthcare