



**Stiúrtóir Náisiúnta  
Acmhainní Daonna**  
Feidhmeannacht na Seirbhísí,  
Sláinte Ospidéal Dr. Steevens',  
Baile Átha Cliath 8, D08 W2A8.

**National Director  
Human Resources**  
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Neasa Hourigan T.D.

27<sup>th</sup> June, 2023

**PQ 29367/23** To ask the Minister for Health the number of grievance and dignity at work cases submitted by HSE employees to management and recorded by employee relations in each CHO in 2022 and to date in 2023; the duration in each case that the employee waited or is waiting for a grievance or dignity at work hearing to take place since submitting their complaint, in tabular form; and if he will make a statement on the matter. - Neasa Hourigan

Dear Deputy,

I refer to your recent Parliamentary Question which was sent to the HSE for response.

The management of grievance and dignity at work cases is the responsibility of line managers and the details are not collated centrally. I have liaised with colleagues in National Employee Relations and can advise that complaints in relation to grievance and dignity at work are initially filed locally - the complaints are made to appropriate service managers and the management of these is the responsibility of line managers. The cases may never come to the attention of employee relations officers.

In the event of Dignity at Work matters/complaints being escalated to investigation levels, this is managed by an Investigation Commissioner who is at local service area level. The National Investigations Unit (NIU) supports investigations into allegations referred under the Dignity at Work Policy. Grievances are addressed locally and not referred to the NIU.

I have engaged with the National Investigation Unit (NIU) and can advise of the numbers of requests for an investigation under the Dignity at Work Policy referred to the NIU in 2022 and to date in 2023. Please see table below:

<b>Policy Type</b>	<b>Dignity At Work</b>
<b>Division</b>	<b>Community Health Organisations – Dignity at Work complaints notified to NIU</b>

<b>Year</b>	<b>Service Delivery</b>	<b>Count of Count</b>
<b>2022</b>	CHO 1	5
	CHO 2	4
	CHO 3	1
	CHO 4	4
	CHO 5	4
	CHO 7	1
	CHO 8	2
	<b>2022 Total</b>	
<b>2023</b>	CHO 2	5
	CHO 3	1
	CHO 4	1
	CHO 5	1
	CHO 8	2
<b>2023 Total</b>		<b>10</b>
<b>Grand Total</b>		<b>31</b>



Please note that this report only covers Dignity at Work Complaints notified to the Human Resources National Investigations Unit in 2022 and to date in 2023. Not all of these complaints will progress to an investigation. This is decided on by local service management.

Complaints managed by local service areas are not held by the National Investigations Unit but may be available from the relevant service area.

<b>Policy Type</b>	<b>Dignity At Work</b>
<b>Division</b>	<b>Community Health Organisations - Investigation Requests</b>

<b>Year</b>	<b>Service Delivery</b>	<b>Count of Count</b>
<b>2022</b>	CHO 1	3
	CHO 2	3
	CHO 4	4
	CHO 5	4
	CHO 7	3
<b>2022 Total</b>		<b>17</b>
<b>2023</b>	CHO 2	1
	CHO 4	1
	CHO 5	1
	CHO 8	2
<b>2023 Total</b>		<b>5</b>
<b>Grand Total</b>		<b>22</b>

Please note that this report only covers Investigation Requests to the Human Resources National Investigations Unit in 2022 and to date in 2023. Some of these investigation requests will have been originally notified to the Unit in proceeding years as complaints received.

Complaints managed by local service areas are not held by the National Investigations Unit but may be available from the relevant service area.

I trust this clarifies and is of some assistance.

Yours sincerely,

**Marie O'Sullivan**  
**National HR**