

WEST LIMERICK INDEPENDENT LIVING CLG

Grievance Policy

Policy Reference	WLILP56
Category	Operational Policies — HR & Employee Relations
Version	1.1 (policy number confirmed as WLILP56)
Status	APPROVED — by the Board of Directors on 9 October 2026
Supersedes	Part 2: Grievance Policy, within Workplace Procedures Framework and Core Employment Policies 2026
Policy Owner	Board of Directors, West Limerick Independent Living CLG
Applies To	All employees of West Limerick Independent Living CLG ("WLIL")
Related Policies	WLILP7D - Data Retention, Rectification and Erasure Policy; WLILP8 - Safeguarding Vulnerable Persons at Risk of Abuse Policy; WLILP19 - Lone Working Policy; Disciplinary Policy; Dignity at Work Policy; WLILP22 - Protected Disclosures and Good Faith Reporting Policy; Investigation Toolkit (shared across all four employee relations policies)
Review Cycle	At least every two years, or sooner where legislation, regulation, HSE requirements, HIQA standards, safeguarding requirements, WRC guidance, or organisational learning require revision

1. Purpose

The purpose of this Grievance Policy is to provide employees with a clear, fair and accessible process for raising workplace concerns or complaints in a constructive and timely manner. West Limerick Independent Living ("WLIL") is committed to resolving grievances promptly, informally where appropriate and formally where necessary, while maintaining safe, person-centred and rights-based services for people with disabilities.

2. Legislative and Regulatory Framework

- Industrial Relations Act 1990, and the Code of Practice on Grievance and Disciplinary Procedures (S.I. No. 146/2000)
- Workplace Relations Act 2015
- Unfair Dismissals Acts 1977 to 2015
- Employment Equality Acts 1998 to 2015
- Safety, Health and Welfare at Work Act 2005

3. Scope

This policy applies to all employees. It may apply to grievances concerning:

- Working conditions

- Work allocation, scheduling or hours
- Health and safety concerns affecting the employee
- Interpersonal conflict
- Treatment by a manager, coordinator or colleague
- Application of policies or procedures
- Reassignment, role duties or service placement issues
- Management decisions affecting the employee

This policy does not automatically apply to every operational issue. WLIL may determine that some matters are more appropriately managed through supervision, scheduling review, care planning, risk assessment, mediation, the Dignity at Work Policy, WLILP8 - Safeguarding Vulnerable Persons at Risk of Abuse Policy, WLILP22 - Protected Disclosures and Good Faith Reporting Policy, or the Disciplinary Policy.

4. PA and Home Support Service Context

Employees working in Personal Assistant and Home Support Services must recognise that:

- Services are person-centred and support the autonomy, dignity, will and preferences of people with disabilities
- Clients may express preferences about who supports them and how support is delivered
- Duties may vary depending on the client's needs, care plan, risk assessment, HSE-funded hours and service arrangements
- Employees may work alone in client homes and community settings — see WLILP19 - Lone Working Policy
- Employees may be reassigned between clients where reasonably required by WLIL
- A disagreement about placement, compatibility, client preference, scheduling or reasonable reassignment will not automatically constitute a formal grievance
- WLIL must balance employee concerns with client safety, service continuity and the rights of people with disabilities

5. Principles

Grievances will be managed in accordance with:

- Fair procedures
- Natural justice
- Confidentiality
- Timeliness
- Proportionality
- Equality and respect
- Protection from victimisation
- Person-centred service delivery
- Safeguarding and health and safety obligations

6. Employee Responsibilities

Employees raising a grievance must:

- Raise the matter as soon as reasonably practicable
- Set out the concern clearly and factually
- Identify relevant dates, persons, documents and events
- State the outcome they are seeking, where possible
- Engage constructively with informal or formal resolution
- Maintain confidentiality
- Continue to follow reasonable management instructions while the grievance is being considered, unless there is a genuine safeguarding or health and safety reason not to do so
- Avoid making allegations they know to be false, malicious or vexatious

Employees may:

- Consult a colleague, friend, family member or professional advisor before raising a grievance
- Be accompanied at formal grievance meetings by a work colleague
- Request clarification about the process
- Request support where they have a disability, communication need or other reasonable requirement

Employees may not:

- Record meetings without prior agreement
- Share confidential grievance information with unauthorised persons
- Use the grievance process to obstruct reasonable operational management
- Refuse reasonable reassignment, duties or instructions solely because a grievance has been raised
- Threaten or intimidate any person involved in the process

7. Informal Resolution

Employees are encouraged to raise concerns informally where appropriate. This may involve speaking with a line manager or coordinator, requesting clarification on duties, scheduling or expectations, requesting mediation or a facilitated discussion, or seeking supervision or support.

WLIL may resolve the matter informally where this is appropriate and safe. A brief record may be kept. Informal resolution is not appropriate where the matter involves serious misconduct, safeguarding risk, bullying, harassment, sexual harassment, discrimination, victimisation, or serious health and safety concerns.

8. Formal Grievance Procedure

Step 1: Written Grievance

Where informal resolution is not appropriate or has not resolved the matter, the employee must submit the grievance in writing, including the nature of the grievance, relevant facts and dates, names of relevant persons, copies or details of relevant documents, steps already taken to resolve the issue, and the outcome sought. Where an employee has difficulty putting the grievance in writing, WLIL may provide reasonable support while ensuring the grievance remains the employee's own account.

Step 2: Acknowledgement and Initial Review

WLIL will acknowledge the grievance in writing within a reasonable timeframe. An appropriate person will be assigned to review the matter, assessing whether it falls under this policy, whether another policy is more appropriate, whether immediate protective action is required, whether the grievance can be resolved without a full investigation, and whether an external person should be appointed due to conflict of interest, seniority or complexity.

Step 3: Grievance Meeting

The employee will normally be invited to a grievance meeting, to clarify the concern, gather relevant information, and identify possible resolution. The employee may be accompanied by a work colleague, who may provide support and make reasonable representations but may not answer questions on behalf of the employee. A note of the meeting will be kept, using the Grievance Meeting Notes form in Appendix A.

Step 4: Investigation Where Required

WLIL may carry out a proportionate investigation, which may include reviewing documents, rosters, care plans, risk assessments or correspondence; meeting the employee who raised the grievance; meeting managers, coordinators, colleagues or other relevant witnesses; considering whether client-related information can be reviewed, while respecting confidentiality and data protection under WLILP7A - Data Protection Policy; and seeking external HR, legal, safeguarding or health and safety advice where necessary. WLIL determines the scope of the investigation — not every grievance requires a full investigation. Where an investigation is carried out, use the shared Investigation Toolkit (Investigation Plan, Investigation Interview Notes, and Investigation Report).

Step 5: Outcome

The employee will receive a written outcome, using the Decision/Outcome Record in the Investigation Toolkit, covering whether the grievance is upheld, partially upheld or not upheld; the reasons for the decision, insofar as appropriate; any actions to be taken; any operational, policy, training or communication learning identified; and the right of appeal. WLIL may decide that a matter should instead be managed through supervision, operational review, mediation, the Disciplinary Policy, WLILP8, or another appropriate route.

9. Appeals

An employee may appeal the grievance outcome in writing within a reasonable timeframe, normally within 5 working days of receiving the outcome, unless WLIL agrees an extension. The appeal should state the grounds of appeal, such as new relevant information, a procedural concern, a disproportionate or unreasonable outcome, or failure to consider relevant evidence. The appeal will be heard or reviewed by a person not previously involved where reasonably possible. WLIL will decide whether the appeal is a review of the process, a review of the decision, or a full rehearing. The appeal decision is final.

10. Safeguarding, Health and Safety and Service Risk

Where a grievance raises concerns about abuse, neglect, exploitation, poor practice, unsafe care, serious health and safety risk, or immediate risk to a person with a disability, WLIL will take immediate action in line with WLILP8 - Safeguarding Vulnerable Persons at Risk of Abuse Policy and relevant health and safety procedures. This may include protective action for the service user, temporary reassignment of staff, suspension of a placement, referral to safeguarding personnel or external authorities, and reporting to the HSE or other relevant bodies where required. Safeguarding obligations override grievance timelines.

11. Protection from Victimisation

Employees will not be penalised or victimised for raising a grievance in good faith. Any retaliation, intimidation or adverse treatment arising from a grievance will be treated as a serious matter and may lead to disciplinary action.

12. Misuse of the Grievance Procedure

Where WLIL reasonably concludes that a grievance was knowingly false, malicious, vexatious, or submitted to disrupt service delivery or undermine another person, the matter may be addressed under the Disciplinary Policy. A grievance will not be considered malicious simply because it is not upheld.

13. Confidentiality and Records

All grievance records will be stored securely and accessed only by authorised persons, and retained in accordance with WLILP7D - Data Retention, Rectification and Erasure Policy, which is the single authoritative source for WLIL's retention periods.

14. Review

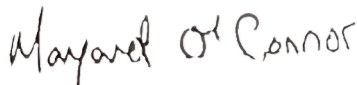
This policy will be reviewed at least every two years, or sooner where legislation, regulation, HSE requirements, HIQA standards, safeguarding requirements, WRC guidance, or organisational learning require revision.

This policy reflects the Industrial Relations Act 1990 and the WRC Code of Practice on Grievance and Disciplinary Procedures, checked as accurate as of drafting. It is not a substitute for legal or HR advice.

Approval

Approved by the Board of West Limerick Independent Living CLG on 9 October 2026.

Signed on behalf of the Board, on its instruction, by the General Manager:



Margaret O'Brien O'Connor, General Manager

Date signed:



Appendix A — Grievance Meeting Notes

Case Reference: _____ Date of Meeting: _____

Time: _____ Location: _____

Meeting Chair/Manager: _____ Note Taker: _____

Employee Name: _____ Employee Role: _____

1. Attendees

Name / Role / Attended as (e.g. Employee, Representative): _____

Employee Representative (if any): _____

Other Attendees (if any): _____

2. Summary of Grievance (As Submitted)

3. Employee Explanation

4. Key Issues Identified

1. _____ 2. _____ 3. _____

5. Clarifications Sought

6. Management Response / Information Provided

7. Agreed Actions / Next Steps

Action Agreed / By Whom / Target Date / Notes: _____

8. Closing Comments

These notes are a true and accurate record of the meeting.

Employee Signature: _____ Date: _____

Meeting Chair/Manager Signature: _____ Date: _____

Note Taker Signature: _____ Date: _____