

**Dundalk Media Centre Limited**

**Bullying/Grievance Policy**

September 2013

## Introduction

It is the policy of Dundalk Media Centre Limited to provide a good operational atmosphere in which employees and members feel that they are participating in meeting the objectives of the organisation. Dundalk Media Centre Limited acknowledges that concerns or problems may arise that will need to be addressed. These are known as grievances.

## Bullying

Dundalk Media Centre Limited will take appropriate steps to resolve any bullying problems that may arise. The definition of bullying is taken to mean.

“Bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others in the course of employment/volunteering, which could reasonably be regarded as 'undermining the individual's right to dignity. An isolated incident of the behaviour described in the definition may be an affront to dignity but, as a once off incident, is not considered to be bullying”.

## Informal Procedure

It is our wish that you should try to resolve any problems through discussion with your relevant supervisor/Manager/HRC (Human Resource Committee) member before invoking this formal procedure. In turn the Management will endeavour to resolve problems in a responsible and constructive way as part of good relationships. If, however, this is not possible, the formal procedure applies.

## Procedural Arrangements

- (a) At any stage during the formal Grievance Procedure you have the right to be accompanied by one person of your choice e.g. a work colleague, fellow member or an accredited Trade Union Representative.
- (b) All parties involved with the complaint must treat the matter in confidence unless it is mutually agreed that the matter can be discussed with others.
- (c) A Board Representative shall confirm to you the outcome in writing, normally within one calendar month, unless further investigation into your complaint is required that may delay meeting this timescale.
- (d) If, at any stage, a resolution is reached or complaint withdrawn, no further proceedings will be required.

## Formal Procedure

### Stage One

- 1.1 You must set out, in writing details of your complaint(s) and submit this to your immediate Supervisor/Manager/HRC Member.
- 1.2 The HRC will investigate the said complaint.

### Stage Two

- 2.1 You will then be invited to meet the HRC investigators and you must take all reasonable steps to attend.
- 2.2 The purpose of the meeting is to consider and try and resolve the complaint.
- 2.3 The outcome of the meeting will be confirmed to you in writing, as will your right of appeal.
- 2.4 If you are satisfied with the outcome, no further proceedings will necessary.

### Stage Three

- 3.1 If you are not satisfied with the outcome at stage two, you have the right to appeal and a full investigation will take place, the other party involved in this complaint will be notified in writing.
- 3.2 The purpose of the investigation is to interview all parties, including witnesses, to try to resolve the complaint.
- 3.3 The investigation will be conducted thoroughly, promptly, objectively, with sensitivity and in utmost confidentiality.
- 3.4 Both parties will be expected to take all reasonable steps to attend any appeal meeting.
- 3.5 Both parties will be informed in writing and given the opportunity to comment on findings before any recommendation is sent to the Board.
- 3.6 If the complaint is settled at this stage, no further proceedings will be necessary and a report of this outcome will be sent to the Board.
- 3.7 If the complaint is not settled, the investigators will submit a written recommendation to the Board.

### Stage Four

- 4.1 The Board will review the recommendation, make its decision and inform both parties in writing.
- 4.2 If either party is unhappy with the Board decision, he/she has the right of appeal.
- 4.3 An appeal will be dealt with by meditation or normal industrial mechanism.

### Important Reminder

All individuals involved in the procedures referred to above **must** maintain confidentiality on the subject.

## Draft Letter - raising a grievance

**Date** \_\_\_\_\_

**To**

Manager /Human Resources Committee Dundalk Media Centre Limited

I am writing to tell you that I wish to raise a grievance. This action is being considered with regard to the following circumstances:

I am entitled to a hearing to discuss this matter. I am entitled, if I wish, to be accompanied by a work colleague or my trade union representative.

Please reply within the grievance procedure guidelines (not more one month of the date of this letter).

Yours sincerely

Signed \_\_\_\_\_

## Draft Letter - request for appeal hearing

**Date** \_\_\_\_\_

**To**

Manager /Human Resources Committee Dundalk Media Centre Limited

On \_\_\_\_\_ I was informed that the Company had decided to \_\_\_\_\_ based on my grievance of \_\_\_\_\_ raised on \_\_\_\_\_.

I would like to appeal against this decision. I wish the following information to be taken into account:

Yours sincerely

Signed \_\_\_\_\_