



Galway Community Circus

GRIEVANCE POLICY AND PROCEDURE

The Company aims to resolve work-related problems and grievances as quickly and fairly as possible.

All grievances will adhere to the following principles:

- Proceedings/decisions will be dealt with in a timely manner.
- All employees will be treated in a consistent and fair manner
- All grievances raised will be treated seriously and in confidence, and no employee will be victimised for raising work related issues or concerns.
- Every attempt will be made to resolve grievances at the informal discussions stage, or failing that at the earliest possible stage of the formal grievance procedure.
- You have the right to be accompanied by a colleague throughout the grievance procedure.

Informal Discussions

If you have a work-related grievance, you should raise the issue as soon as possible with your Supervisor / Manager. It is hoped that in the majority of cases, issues/concerns will be resolved at this stage.

Formal Procedure

Stage 1

Where informal discussions have been unsuccessful or where circumstances make the informal route inappropriate, you should put details of your grievance in writing to your Supervisor/Manager, stating clearly that you are invoking the first stage of the Grievance Procedure. Your Supervisor/Manager will note the details of the grievance, investigate the matter fully and respond to you within 10 working days in an attempt to resolve the matter.

Stage 2

If the matter is not resolved at Stage 1, you should write to the General Manager, clearly stating that you are invoking Stage 2 of the procedure. A meeting will be arranged with the General Manager and/or possibly an agreed third party. A decision, which is binding on all parties, will be made within 10 working days of the meeting.