

# Castleknock Community Centre Association



A community partnership serving  
Ashleigh, Bramley, Carpenterstown Park, Laurel Lodge, Laverna, Oaktree

## Grievance & Dispute Resolution Policy

### **Purpose**

The Castleknock Community Centre association LTD (CCCA) believes that it is in everybody's interests to establish a clear policy for the resolution of issues that may arise in the community centre or which effect the operation of the centre. Grievances can occur in the normal course of interaction in any environment or workplace. Therefore, the purpose and intention of this policy is to ensure that grievances and disputes are dealt with as quickly as possible.

This policy applies to all users of the community centre, who we define as the management committee, the FAS Staff that operate the centre, the individuals and organisations who rent our facility for events, the people who attend events, the parents who bring their children to and from events and contractors who maintain our centre or perform construction work.

### **Definition - Grievance**

- A grievance is defined as *“any event, condition, rule or practice, which the user of the community centre believes violates his or her civil rights, treats him or her unfairly or unreasonably, or causes him or her any degree of unpleasantness or unhappiness on the job or with his or her tenancy”*.
- CCCA will not be party to any dispute between any 3<sup>rd</sup> parties (the individuals and organisations who rent our facility for events, the people who attend events, the parents who bring their children to and from events and contractors who maintain our centre or perform construction work) other than when such disputes affect the operation of the centre or bring the centre, its staff or management committee into disrepute.
- This policy covers both *individual* and *collective* grievances. Collective grievances are complaints raised by or on behalf of a group of employees, subcontractors or tenants.

### **Policy**

- The Grievance Procedure will be applied fairly and consistently.
- Complaints should be raised on an informal basis in the first instance, before invoking the formal grievance procedure.
- A person who makes a complaint under the Grievance Procedure has the right to be accompanied by colleague or staff / union representative at any meeting under the procedure.
- Every effort will be made to address complaints quickly and fairly, and at the lowest level possible at which the matter can be resolved.
- While every effort will be made to adhere to the prescribed time limits, these may be extended at any stage in exceptional circumstances.
- In the event that a grievance is referred to a third party, both sides will cooperate fully with the proceedings.
- No person will be penalised in any way for making a complaint in good faith regardless of whether or not the complaint is upheld.

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- At each step of the Grievance Procedure a written record will be kept. The complainant will be asked to sign a copy of the record made to acknowledge receipt of the fact that an issue has been raised, what it involves, and the proposals if any to resolve the problem which have been discussed with the complainant.
- In disputes between the individuals and organisations who rent our facility for events, the people who attend events, the parents who bring their children to and from events or between the he individuals and organisations who rent our facility for events, the people who attend events, the parents who bring their children to and from events and FAS employees or contractors who maintain our centre or perform construction work, the decision of the committee is final, up to an including the termination of the usage of the centre.

**For disputes / grievances between** Castleknock Community Centre management committee , the individuals and organisations who rent our facility for events, and/or contractors who maintain or perform construction work.

- An efficient, successful community centre, satisfied users and a satisfied workforce go hand-in-hand. Therefore the management committee of Castleknock Community Centre (CCCA) is committed to deal with all grievance issues as and when they arise.
- CCCA encourages persons to seek agreement over individual difficulties by direct informal contact between all involved parties. Only if all attempts to secure a satisfactory solution by this customary method have failed shall the Grievance Procedure, as set out below, be utilised.

This procedure falls into two categories ; internal complaints within an organisation and inter group complaints (example between users of our community centre).

**Internal complaints;** each organisation is expected to have a procedure where, employees / individuals can bring a formal written complaint to their direct supervisor/ organisation chairperson. The management committee of Castleknock Community Centre has no role in resolving internal complaints but will monitor the situation and take action where the internal dispute effects the operation of the community centre, up to and including denial of access to the community centre.

**Inter group complaints;** the complaint shall submit a formal written complaint to the management committee, the complaint should include details of any incident(s), the names of the individuals involved and names of any witnesses.

The Management Committee will immediately undertake an effective, thorough and objective investigation of the allegations. Once the investigation is completed and determination is made regarding the alleged grievances, the result will be communicated to the complainant as soon as possible.

It is our policy that no individual who brings a complaint will suffer from further harassment or intimidation as a result of bringing such a complaint.

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## **6.3.6 Individual Grievances**

**Stage 1:** Failing satisfaction by direct contact between parties, (the individuals and organisations who rent our facility for events, and/or contractors who maintain or perform construction work), and his or her representative or a colleague if wished, may refer the matter to the CCCA management committee who will arrange for a meeting to take place. (the management committee will appoint two representatives and/ or an independent 3<sup>rd</sup> party who will be empowered to make recommendations on its behalf)

The meeting will normally be attended by those who attended the first meeting and the representatives of the management committee. A decision or further investigation should be given to representatives of the management committee within one week (unless extraordinary circumstances do not allow) of this meeting.

**Stage 2:** Failing settlement at Stage 1, the representatives of the management committee will arrange for a meeting to take place with the full committee. One representative of the complainant may attend the meetings at this stage in the procedure.

A decision or further investigation should be given to the representatives of the management committee within one week (unless extraordinary circumstances do not allow) of this meeting. The decision of the management committee at this point is final and will be binding on all parties.

The chairperson of the Castleknock Community Centre management committee has a right to nominate an independent external third party to investigate a grievance on behalf of the CCCA at Stage 2 of the Individual grievance procedure above, or where the CCCA management committee believes it is advantageous to both parties at other stages throughout an individual or collective grievance investigation.

## **Collective Grievance Issues**

For collective grievances the following procedure will be adopted:

**Stage 1** Matters of a collective nature may be raised – in writing- with the chairperson of the management committee by a designated representative of the complainants.

**Stage 2** The matter shall be discussed between the designated representatives and two nominated representatives of the Management committee at a meeting. This meeting should take place within two weeks of receipt of the complaint.

**Stage 3** If no agreement is reached under Stage 2, then the matter shall be referred to a meeting of the full management committee (and any independent 3<sup>rd</sup> parties the committee may wish to engage). All parties involved will attend this meeting or will no longer be party to the complaint. The complainants may appoint one 3<sup>rd</sup> party to accompany/ represent them). This meeting will normally take place within one month of the stage 2 meeting but may be delayed by another month by the chairperson to allow for further informal mediation between parties.

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Follow the stage 3 meeting, the decision of the chairperson of the management committee is final and binding on all parties. However, the chairperson can, at his/her discretion, appoint an independent 3<sup>rd</sup> party to adjudicate on behalf of the CCCA management committee.

## ***Blanchardstown Amalgamated Sports Club (BASC) Employee Grievance Issues***

For BASC employee grievances the following procedure will be adopted:

*Stage 1* Matters of a collective nature may be raised with the FAS supervisor., in the first instance by the designated representative, or by a full-time official of the Union, in writing. At the discretion of the FAS supervisor he/she may request chairperson of Castleknock Community Centre management committee to attend the grievance meetings.

*Stage 2* The matter shall be discussed between employee representatives and the full Blanchardstown Amalgamated Sports Club (sponsorship body) management committee at a meeting. The matter will be addressed within the operating procedures of BASC.

## ***Castleknock Community Centre Association (CCCA) Employee Grievance Issues***

For CCCA employee grievances the following procedure will be adopted:

*Stage 1* Matters of a collective nature may be raised with the chairperson of CCCA management committee, in the first instance by the designated representative, or by a full-time official of the Union, in writing.

*Stage 2* The matter shall be discussed between employee representatives and the full CCCA management committee at a meeting.

*Stage 3* If no agreement is reached under Stage 2, then the matter shall be referred to the Labour Relations Commission or to a Rights Commissioner, as appropriate, and both parties shall agree to attend. Appeals from the findings of a Rights Commissioner may be requested by either party to the Labour Court.

*Stage 4* If no agreement is reached at the Conciliation Conference of the Labour Relations Commission, then both parties agree to the matter being referred to the Labour Court for a full hearing.