

# Renmore Residents Association

## Grievance Policy

### Grievance Procedure

#### 1. Issuing a Complaint

The complaint must be submitted to the Chairperson of Renmore Residents Association (together with all supporting evidence and documentation that may be needed), unless the complaint is against the Chairperson, in which the complaint should be submitted to secretary of Renmore Residents Association. The complaint will then be forwarded on to the Committee for action at the next Committee meeting, or, if the complaint warrants, an Emergency Committee meeting will be called. All complaints must be submitted in a timely manner to allow for it to be fresh in everyone's mind ideally no later than one month after the incidence.

#### 2. Procedure

- On receipt of the complaint, the Chairperson should acknowledge the complaint and tell the complainant that it will be forwarded to the next Committee meeting stating the date.
- On receipt of the complaint, it will be acknowledged by the Committee within 48 hrs (2 working days), outlining the procedure that will be put in place (please see below) and the estimated timeline for completing the grievance process. This should be no more than fifteen working days.
- If the complaint is made against an individual or individuals, they will be notified in writing that the complaint has been made against them. They will be furnished with the original complaint and will be invited to attend a meeting with the Committee or Sub-Committee where they will be afforded the opportunity to respond to the complaint.
- The Committee/Subcommittee will then carry out their investigation to establish the facts surrounding the complaint and will then make the decision whether or not the complaint is upheld and whether to begin the disciplinary process.
- The Committee/Subcommittee will then notify the full Committee, followed by written confirmation of the findings to both parties.
- Non-engagement with the grievance procedure will result in dismissal from the Renmore Residents Association
- If the complaint falls under gross misconduct, the person in question may be asked to suspend their membership temporarily while the investigation is taking place.

### **3. Appeal**

In most instances, the Committee/ Subcommittees decision would be seen as final, however the individual has a right to appeal this decision. Appeals should be made in writing no later than five working days after receipt of official correspondence. This should be sent to the designated person(s) who undertook the grievance hearing. A decision will be taken whether to re-investigate the complaint, refer it to be dealt with by a third party, or to turn the appeal down.

### **Disciplinary Procedure**

The purpose of the Disciplinary procedure is to ensure that any misconduct or breach of policy by any member of Renmore Residents Association is dealt with in an appropriate manner.

The following is the procedure for disciplinary action and/or dismissal.

Please note: Depending on the severity and seriousness of the case/allegation, Renmore Residents Association reserve the right to initiate or escalate the disciplinary process at any stage deemed suitable by the Committee.

#### **First Written Warning**

- The Chair of the Committee will issue a written warning outlining the reasons why the warning has been issued.

#### **Second Written Warning**

- If, following the first written warning the Member/Committee member continues to breach Renmore Residents Association policies, they will be issued with a final warning making them aware that the next stage in the disciplinary procedure may be dismissal from the group.

#### **Dismissal**

- If, having exhausted the above procedure and the members conduct does not improve to the satisfactory standard in line with the Code of Conduct, the Member/Committee member may be dismissed from the group.

### **Gross Misconduct**

Gross misconduct may result in the immediate dismissal of a member or Committee member.

The following examples may be defined as misconduct:

- Violence and threats of violence
- Harassment or Bullying
- Theft
- Fraud or deliberately falsification of records
- Unauthorised use or disclosure of confidential information
- Any action that may bring Renmore Residents Association into disrepute
- Breaching the Code of Conduct

### **Rights of the individual**

At all stages of the grievance procedure, the individual will have the right to:

- Be informed of the complaint against them
- Be given the opportunity to present their case
- Be accompanied to disciplinary meetings by a person of their choice
- Be informed of their right to appeal