



## Policy – Grievances

Date of Committee Endorsement:	September 2021
Last Review Date:	November 2019

### Policy Statement

This Policy applies to any grievance of a SARDA member, SARDA committee member, member of the general public or another agency.

SARDA Ireland is committed to ensuring that all stakeholders feel free to lodge a grievance, to have that grievance dealt with promptly, fairly and without fear of retribution by the organisation and to have the grievance resolved in a satisfactory manner.

SARDA Ireland will have mechanisms in place to promote fast and fair resolution of grievances. Stakeholders will not be intimidated or unfairly treated in any respect if they utilise this policy to resolve an issue.

Although it is SARDA Ireland's preference that persons will follow these procedures, it is recognised that they have the right not to do so. Where there is an external agency with a mandate to receive their grievance, they have the right to engage with that agency at any time during the grievance process. In this event, SARDA Ireland will be committed to working cooperatively with the external agency to achieve a resolution to the grievance as quickly as possible.

### Procedures

Unless the grievance involves the Committee Chairperson, the following procedures apply.

1. The individual(s) will raise their formal grievance in writing to the Chairperson outlining what the grievance is and the desired outcome from the grievance procedure. The Chairperson and one other Committee Member will try to informally resolve the matter with them and any third party who is part of the grievance.
2. If the matter is not resolved, a Grievance Committee, comprising the Chairperson, Secretary and one other Committee member will be convened to hear the grievance and the positions of any other third party, and attempt to mediate a resolution.
3. If the mediation is unsuccessful, the Grievance Committee will make recommendation to the SARDA Committee who will then make a final decision.
4. With respect to steps 2 and 3 - in each case a formal written response shall be provided to the individual(s) who raised the grievance.
5. If the individual(s) remain(s) aggrieved and has not already utilised avenues available through an external agency, they may choose to do so at this point.



If the grievance involves the Committee Chairperson, the same procedures apply except that the role outlined for the Chairperson above, will be taken by the Secretary, with the Secretary and other SARDA Committee members forming a Grievance Committee as needed.