



Oifig an Stiúrthóra Náisiúnta, Acmhainní Daonna

Feidhmeannacht na Seirbhíse Sláinte

Ospidéal Dr. Steevens'

Baile Átha Cliath 8

Office of the National Director of Human Resources

Health Service Executive

Dr. Steevens' Hospital

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Holly Cairns T.D.

18th March, 2021

PQ11596/21 To ask the Minister for Health the longest waiting time experienced by a HSE South staff member to have a grievance hearing arranged for stage 1 of the HSE grievance procedure following submission of their formal grievance and for the arrangement of a stage 2 hearing following the completion of stage 1 among staff grievance cases from 2020 to 2021; and if he will make a statement on the matter. -Holly Cairns

Dear Deputy,

I refer to your recent parliamentary questions above which was sent to the HSE for reply.

The HSE has in place a comprehensive suite of HR policies and procedures, to include a nationally agreed Grievance Procedure, to support staff in raising issues of concern in the workplace. With specific regard for the Grievance Procedure, the provisions of same include an informal procedure to allow for issues to be raised without recourse to the formal grievance procedure. The type of issues which are appropriate for referral under this procedure include the allocation of work, assignment of duties, rostering arrangements, granting of all forms of leaves, access to courses, etc. It is noted that issues relating to improvements in pay or existing terms and conditions of employment which are of general application, are not appropriate to the Grievance Procedure.

In the event that issues remain unresolved, employees may wish to progress same on an incremental basis through the formal stages of the Grievance Procedure, to include a referral to Stage 4 which provides for a referral of such matters to the State's industrial relations machinery. There are identified timelines within the formal procedures relating to the timing of such grievance meetings and the issuing of the decision following on from the grievance meeting and every effort is made by those participating in such workplace processes to ensure adherence to same, subject to circumstances allowing for same e.g. availability of the relevant personnel, information, etc.

A central database of all grievances raised is not maintained, however, records of relevant correspondence and engagements held under the Grievance Procedures are maintained locally on a confidential basis having regard for GDP Regulations and are also accessible to the relevant staff member concerned. In recognising that workplace issues can present as challenging for those concerned, the Employer has in place the confidential services of the Occupational Health Department and the Employee Assistance Programme which are accessible by staff if required as an additional support.

Yours sincerely,

A handwritten signature in black ink that reads "Marie O'Sullivan".

Marie O'Sullivan
National HR