


Policy

Title: Employee Grievance Policy

Document No.	Version	Status	Effective Date
POL-08	03	APPROVED	10/02/2026

Document Approvals

Approver	Print Name	Signature	Date
	Fran Crowell		10/02/2026

1.0 Objective

The purpose of this leave policy is to provide guidance for staff with regards to Employee Grievances within Remember Us

2.0 Scope

The scope of the document applies to all Staff of Remember Us.

3.0 Responsibilities

It is the responsibility of Remember Us to have a policy in place to provide guidance for staff with regards to Employee Grievances within Remember Us.

It is the responsibility of Employees of Remember Us to ensure they have read and understand the policy herein.

4.0 Policy

Grievances will occur in the normal course of interaction in any organisation or workplace. It is accepted that failure to provide a procedure to deal adequately with these grievances, as they arise, will inevitably lead to disputes affecting not only the aggrieved party but all those employed in Remember Us.

It is Remember Us' intention to settle amicably, at all times, any disagreements between Remember Us and individual employees or groups of employees, or between employees themselves. All grievances will be dealt with, without undue delay and at the earliest possible stage of this procedure.

The management team, consisting of the General Manager and the Chairperson (or nominated director if Chairperson is unavailable) will ensure that all grievances will be dealt with consistently and fairly having regard to:

- Company Policy
- Custom and Practice within Remember Us

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Stage 1	Informal Stage	<p>Employee attempts to resolve the issue with their direct manager first.</p> <p>The matter will be raised with the direct manager or a member of the management team who will try to resolve the matter by discussing it informally with the employee or employees concerned and agree any corrective actions.</p>
Stage 2	Formal Submission	<p>If informal fails, the employee submits a written complaint detailing facts, dates, witnesses and desired outcome.</p> <p>If the employee feel the issue has not been solved within a reasonable time or if it is felt that the solution is unsatisfactory, the employee may contact the Board of Directors in writing. A meeting will take place within a reasonable period appropriate to the issue.</p>
Stage 3	Investigation	An impartial person investigates the complaint confidentially, interviewing parties and witnesses.
Stage 4	Hearing/Resolution	A formal hearing occurs, allowing the employee to respond, followed by a decision. Employee can bring a colleague to these meetings. The manager discusses findings and notifies the employee in writing.
Stage 5	Appeal	Employees generally have a right to appeal the decision to someone not previously involved. This manager/director, never involved before, reviews the case and issues a final decision

When to Escalate (External)

If an internal grievance procedure doesn't resolve the issue, employees can contact bodies such as the Workplace Relations Commission (WRC) in Ireland for mediation or adjudication on employment rights. If unresolved there, grievance can be escalated to a formal investigation by the Labour Court

During the period in which the above procedure is being followed, all employees are expected to co-operate with normal working arrangements as stipulated by Remember Us. The employee may be asked to leave Remember



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Us' premises for the duration of any investigation without prejudice to the outcome.

5.0 References

Workplace Relations Commission Code of Practice (COP3)

6.0 Revisions

Version Number	Description of Revision
01	First issuance of Policy for Leave
02	Review and update of format
03	Addition of table outlining 5 stages or grievance process Full review and update by Emer Burke and Karen Morris (01-2026)