

Grievance and Disciplinary Procedures

Grievance Procedure

1. **Written Statement:** Submit the grievance in writing to the Director of the department (or CEO if the DOS/DoM is the subject), stating the redress sought.
2. **Meeting:** A meeting will be held to discuss the issue. A written decision will be issued within 5 working days.
3. **Appeal:** An appeal can be made to the CEO. A final decision will be issued within 5 working days of the appeal meeting.

Disciplinary Rules

- **Minor Misconduct:** Lateness, persistent absenteeism, or unsatisfactory work output.
- **Major Misconduct:** Work-related consumption of alcohol/drugs, significant rudeness, or smoking in prohibited areas.
- **Gross Misconduct:** Theft, violence, serious harassment, or deliberate falsification of records. Gross misconduct may result in Summary Dismissal (dismissal without notice).

Indicative Disciplinary Stages

Stage	Warning Type	Period Warning Remains Live
Minor Misconduct	Written Warning	3 Months
Major Misconduct	Written/Final Warning	6 Months
Gross Misconduct	Dismissal	N/A

External Grievance procedure

This procedure provides a formal framework for staff to raise concerns regarding **misconduct, discrimination, harassment, operational standards breaches, or quality assurance failures**. It applies to all individuals within PCN and its member institutions.

Core Principles

- **Fairness & Impartiality:** All grievances are investigated by neutral parties.
- **Confidentiality:** Every stage is managed with high levels of sensitivity and discretion.
- **Representation:** Employees have the right to be accompanied by a colleague or representative during hearings.



- **No Retaliation:** No adverse action will be taken against anyone for raising a genuine grievance.

The Grievance Process

1. **Informal Resolution:** Employees are encouraged to first discuss the issue with their manager or Department Head.
2. **Formal Submission:** If unresolved, a written grievance should be emailed to **info@pcn.ie**, including factual details and the desired outcome.
3. **Investigation:** A neutral investigator will review documents and interview relevant parties, typically within **7–10 business days**.
4. **Grievance Hearing:** A meeting will be scheduled within **5 working days** of the investigation's conclusion.
5. **Outcome:** A written decision detailing findings and next steps will be issued within **2 business days** of the hearing.

Appeals

If you are dissatisfied with the outcome, you may submit a written appeal within **7 calendar days**. An appeal hearing will be held by a senior individual not previously involved, and the final decision—issued within **2 business days**—will be conclusive.

Policy Evaluation and Updates

This policy is reviewed on an annual basis to maintain relevance and effectiveness, with updates incorporated based on feedback, legal developments, and industry best practices.