

CONFLICT MANAGEMENT

22. Grievance Procedure

The archdiocese wishes to ensure that all employees are satisfied with their jobs and their working environment. The archdiocese will, therefore, **listen** to any reasonable grievance concerning employees' work or working environment and will take **prompt and fair** action if necessary to rectify such grievance. If an employee has a problem relating to his or her work, the following procedure must be followed – but always with the proviso that grievances should be speedily resolved (where possible, within 3-5 days at each level) at the lowest level possible:

- **Stage 1:** Employees must arrange to **discuss** the problem with their immediate superiors. Employees may do this alone or with the assistance of a representative.
- **Stage 2:** If an employee is not satisfied with his/her immediate superior's decision on the matter, he/she must record the grievance in **writing** and hand it to the next level of management.
- **Stage 3:** If the employee remains unhappy with the decision taken at this stage the grievance must be reported to the **archbishop** in writing.

The person in authority with whom the grievance is lodged at any particular stage of this procedure shall be entitled to hold an inquiry for the purpose of clarifying the issues involved. At such an inquiry the aggrieved employee, his/her representative and any relevant witnesses shall be entitled to make representations.

EVALUATION

23. Performance Appraisals

Once employees have completed their probationary period and appointment has been confirmed, a performance appraisal will be conducted **each year**. Any possible rise in salary depends on its result. This appraisal takes place each year at the end of the financial year (end of June).

Both the employee and his or her immediate superior evaluate each other, and these evaluations are then presented to the archbishop, who will seek the advice of the financial administrator of the archdiocese and the Archdiocesan Finance Council before approving any adjustment in salary.