



Our ref: DARD 2012 - 0232

Mr Paddy Dignam
[sent by e-mail to request-135732-
136b1e08@whatdotheyknow.com]

30 October 2012

Room 253, Dundonald House
Upper Newtownards Road
Ballymiscaw
Belfast BT4 3SB
Telephone: 028 9052 5482
Fax: 028 9052 5544

Dear Mr Dignam,

Freedom of Information Act 2000: DARD 2012 - 0232

I refer to your request for information which was received in the Department on 29 October 2012, seeking the following information:-

1. The total number of:
 - a) grievances raised
 - b) Dignity at Work complaints raised
 - c) disciplinary investigations launched
in the Department in each of the last 5 years.
2. The date of initiation of each
 - a) grievance
 - b) Dignity at Work complaint
 - c) disciplinary investigation
3. The date of each case was concluded (including information on the number and timing of appeals heard).
4. The outcome of each case.
5. The reasons why
 - a) any grievance case was not dealt with within 28 days
 - b) any Dignity at Work case was not dealt with within 3 months
 - c) any disciplinary investigation was not dealt with within 3 months (3 months is a reasonable timescale for dealing with Dignity at



Work complaints and disciplinary investigations, both of which should be completed "as quickly as possible" - see HR Policies 6.02 Discipline 2.3.1a and 6.09 Dignity at Work 11.1)

6. Any policies, procedures and strategies to monitor the performance of case progression, manage resources to progress cases, and action taken to improve performance.

The leaflet enclosed tells you about the legislation and the procedures I will follow in handling your request.

In some circumstances a fee may be payable but if that is the case I will let you know the likely charges before proceeding.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Christine Donnelly

PP **OLGA McCONNELL**
Departmental HR Support Branch