

Role & Functions



Labour Relations Commission Role & Functions



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Mission

“To promote the development and improvement of Irish industrial relations policies, procedures and practices through the provision of appropriate, timely and effective services to employers, trade unions and employees”.

Establishment

The Labour Relations Commission (LRC) was established under the Industrial Relations Act 1990. It commenced operation in 1991 as a tri-partite body with employer, trade union and independent representation and has general responsibility for the promotion of good industrial relations through the provision of a comprehensive range of services designed to promote best practice and to help prevent and resolve disputes. The Commission has a Board, Chief Executive and a staff complement of 45. There are, currently, eight Rights Commissioners appointed under warrant by the Minister for Enterprise, Trade and Employment from a panel recommended by the Board of the Commission.

Functions

The LRC is funded by a grant from the Exchequer. The LRC therefore offers the following specific services, which are available without any additional charge:

- An industrial relations Conciliation Service
- An industrial relations Advisory and Research Service
- A Rights Commissioner Service
- A Workplace Mediation Service
- Assistance to Joint Labour Committees and Joint Industrial Councils in carrying out their functions

The LRC works in different ways to improve industrial relations:

- We review and monitor developments and trends in the area of industrial relations and we bring these to the attention of our customers in good time
- We prepare voluntary Codes of Practice to help customers put in place best practices and procedures
- We publish a Journal on industrial relations/human resource management topics of current interest
- We conduct/commission, publish and publicise relevant industrial relations research
- We conduct periodic surveys of customer satisfaction levels/value for money reviews
- We produce a range of publications and make them available on demand in published format, and electronically through our Internet website at www.lrc.ie
- We organise seminars, conferences and workshops to raise awareness about, and encourage discussion on, topical industrial relations and human resource management issues.

Labour Relations Commission Structure

The Commission has three main Service areas, in addition to the Corporate Services Division, that are headed up by a Senior Management Team who report to the Chief Executive. The main service areas are:

- The Conciliation Services Division
- The Advisory Services Division
- Rights Commissioners Services Division

The Commission also provides a Workplace Mediation Service.

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The Conciliation Services Division

The core activity of the Conciliation Services Division is dispute resolution following either a break down of local level discussions or in circumstances where the Commission believes an intervention is appropriate. Conciliation assistance is provided, on a wide geographic basis, across a broad spectrum of complex industrial relations issues. The role of the Conciliation Service is to assist parties to resolve their issues in dispute. Service provision can include direct involvement in negotiations or an overseeing role in a change management process such as the phased introduction of new work practices. The LRC will not intervene in disputes where unofficial industrial action is taking place. Officers of the Conciliation Service also chair meetings of Joint Labour Committees and Joint Industrial Councils and other national industrial relations fora. Details of the Conciliation Services provided are outlined in the LRC's information leaflet titled 'Labour Relations Commission Conciliation Service'.

The Advisory Services Division

The Advisory Services Division includes the Advisory Service, the Research, Information and ICT Unit and the Strategy and Standards Unit.

The Advisory Service

The Advisory Service assists employers and employees on a wide geographic basis, in non-dispute situations, to build and maintain good working relationships. It assists with the development of effective problem solving mechanisms founded on principles of co-operation and mutual benefit. Through joint working it assists with implementation of these mechanisms to allow organisations meet successfully the challenges of the market place and to implement change while managing employee expectations and concerns in a positive and proactive climate. The Service also facilitates requests for assistance under SI 76 – Enhanced Code of Practice on Voluntary Dispute Resolution. Details of all the services provided are outlined in the LRC's information leaflet titled 'Labour Relations Commission Advisory Service'.

The Research, Information and ICT Unit

The Research Information and ICT Unit provides an information resource to staff of the Commission. The Unit develops and disseminates publications and information to customers of the Commission. It also develops, implements and manages the Commission's ICT strategy (Information, Communications and Technology).

The Strategy and Standards Unit

The Strategy and Standards Unit monitors the services of the Commission so as to provide for the strategic development of all the Commission's delivered services. It monitors legislative developments in employment legislation, assesses the effectiveness of Codes of Practice and promotes best workplace practices through regional seminars and workshops aimed at small and medium sized enterprises.

Rights Commissioner Services Division

The Rights Commissioner Service

The role of the Rights Commissioner Service is to investigate and recommend on disputes and grievances referred by individuals or small groups of workers under the relevant industrial relations/employment rights legislations. Rights Commissioners are independent of the LRC in the exercise of their functions. Details of the Rights Commissioner Services are outlined in the LRC's information leaflet titled 'Labour Relations Commission Rights Commissioner Service'.

Workplace Mediation Service

"Mediation is a voluntary, confidential process that allows two or more disputing parties to resolve their conflict in a mutually agreeable way with the help of a neutral third party, a mediator"

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The Labour Relations Commission's workplace mediation service provides a prompt, confidential and effective remedy to workplace conflicts, disputes and disagreements. Workplace mediation is particularly suited to disputes involving individuals or small groups of workers. Details of the Mediation Service are outlined in the LRC's information leaflet titled 'Labour Relations Commission Workplace Mediation Service'.

Corporate Services Division

The Corporate Services Division is the administrative centre of the Commission. It is committed to the continual development of the organisational infrastructure and good governance standards. It ensures the highest quality standards for the delivery of service to staff and external customers/clients through ensuring the most effective use, development and deployment of resources to ensure internal efficiency and the achievement of maximum value for expenditure.

Customer Service

The Labour Relations Commission is committed to providing a professional, efficient and independent service to all its customers in accordance with our Customer Charter.

Internet Website

Full information on the activities and services of the LRC is available on our website at www.lrc.ie

Our Contact Details

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