

## Grievance procedures and the process it takes to hear a Grievance

Every worker has the right to bring forward a complaint to their manager. If they are unhappy with the response they have rights to file a grievance when it violates any such manner listed below. But you have to give the manager the chance to fix the problem or address it before you file a grievance.

1- Employee (worker). Did not like something the employer did. ie: has violated your collective agreement, policy or violation of a federal law or provincial related laws. Or if the you have been disciplined in any fashion. Verbal, written, suspension or termination.

Remember if you have been asked to do a duty from your manager in which you disagree. You need to do the work first and grieve later.

2. After you have received your written response from the manager. You have every right to file a grievance. Please contact your friendly union Steward. Sometimes the Steward and or Representative of the Union can go into the office on your behalf to solve the problem prior to filing a grievance.

- Once you have decided to file a grievance a package will be given to you to help support your grievance. Such things we ask is that you fill out a report as to the reason why you want to file the grievance, add any information that is needed to support your grievance ie; What happened in your words, we need your story. Documentation, witnesses, paystubs, schedule. We ask for any information that will support your grievance and actually what you want out of the grievance. ie: what do you want to make you whole.

3 All grievances are never the same. They are reflective to the situation presented at the time. And usually they start at Step One. In a termination they begin at Step two.

4. All grievances at Step one. Usually have a wee meeting to determine if the Union and the employer can solve it prior to Step Two. And the time lines are set out in the grievance procedures stated in our collective agreements. If they are not able to be solved in a meeting / or in a timely manner. The Union moves it to Step two.

5. Step two meetings now involve Human Resources (Head office) and the Staff Representative that works for the Union. These meetings are agreed to by the Union and head office.

During the meeting we hear each grievance and griever separately for confidential purposes.

At the Step two meeting the Union presents all evidence they have collected - either by investigating, or mutually collecting information with the griever and or witnesses involved.

There are timelines for Head office to respond to each grievance. - sometimes depending on the situation we may get settlement at the end of the day. Or we await the response from our employer.

The collective agreement is a contract between the employer and the Union or bargaining unit. The Union owns the grievance, not the individual employee. Once we receive the response it is up to the Union to decide if they wish to move the grievance further.

- Most times the Union and Employer can come to an agreement that is fair to all parties involved and reach a term of settlement. (Minutes of Settlement) in which the Union,

## GRIEVANCE PROCESS

Enter your sub headline here



Employer and Griever sign off on the settlement and close that particular grievance . And everyone is Happy.

If they cannot come to an agreement the next steps come into play.

Its up the the Employer and the Union to agree to Use a Mediator or Arbitrary process

Mediation- The Union has resources available to them to aid in the representation of its members. A mediator is usually an Arbitrator who works collectively with both parties . They are only there to mediate between both parties and come to a solution / or problem solve . They know the rights and laws involved in Arbitration and listen to both sides to aid in solving the grievance . Sometimes they tell the Union how this grievance would perform if they moved to Arbitration .

- At the end of the day they listen to both parties and possibly come up with a Settlement in which makes all parties involved Happy.
- Mediation sometimes involves more then one grievance . the Union will use the mediator to solve multiple grievances within the day. Its cost affective , timely and private .

Arbitration - This is agreed upon between both parties - they only do Grievance Arbitration and only one specific grievance at a time.

- An Arbitrator is usually booked up to a year in advance . - Once a day has began they act to mediate prior to Arbitration .

- If they cannot agree to a settlement . It can move to another date with witness's and can act like a court proceeding . The process can be based on old arbitration cases and case law , and does become public .

- This process is very lengthily and can take years to settle. Based on the availability of dates for parties to meet and the situation of the grievance .
- This process is very time consuming and very expensive .