



Procedure Statement:

A Grievance is a serious matter. An employee does not initiate a grievance that is frivolous or malicious. Employees are provided the opportunity to resolve disputes in their workplace by means of either an informal process or a formal grievance process

Definitions:

Grievance - an employee's formal expression of dissatisfaction concerning the actions, or lack of actions, of his/her employer.

Immediate supervisor – the position listed under the heading Directly responsible to: in an employee's job description.

Procedure:

If the employee does not meet the time limits specified in the procedures section, or does not proactively address his/her inability to meet the time limits, the alleged grievance is deemed abandoned and cannot be re-opened.

If the employee fails to comply with a reasonable request for information or with any procedures in the grievance procedure it may be decided by the employer that the employee has abandoned the grievance. The supervisory employee responsible for resolving the grievance makes the decision on whether or not the employee has abandoned the grievance on behalf of the employer.

The employee initiating the grievance can discontinue it at any time.

The employee may have a fellow employee act as his/her support person during the grievance procedures. The support person can be, but does not necessarily have to be, a staff representative to the Personnel Committee. The support person may accompany the employee to meetings/interviews, assist him/her in preparing for meetings/interviews, help him/her keep track of documentation, etc.

Documentation

- a) If disciplinary action is taken against one of the employees involved in the grievance a copy of the grievance, the response, and any relevant material is placed in that employee's Personnel File.
- b) The Executive Director retains all documentation related to grievances in files that are locked and maintained separate from the Personnel Files.

Grievance against a fellow employee or supervisor

- a) Step 1
 - i) If the employee decides to lodge a grievance against a fellow employee, they notify Human Resources in writing within 30 working days of the incident giving rise to the grievance. The written grievance describes the specific action(s), or lack of action, the effect the action(s) has had on the employee, and the remedy requested. (See Grievance template attached, Addendum 1)
 - ii) HR interviews the employee to gather facts relevant to the grievance.
 - iii) HR interviews anyone he/she think may provide information relevant to the successful resolution of the grievance.
 - iv) HR attempts to reach a fair resolution to the grievance through mediation. HR's mediation on the grievance, including the rationale, is given in writing to the employee(s) within five (5) working days of receipt of the written grievance.
 - v) Failing a mediated settlement, the grievance, including all supporting documentation from HR, goes to the Executive Director for a decision.



Grievance against HR/Admin/Finance

- i) If the employee decides to lodge a grievance against Human Resources, Administration, and/or Finance, they notify the Executive Director in writing within 30 working days of the incident giving rise to the grievance. The written grievance describes the specific action(s), or lack of action, the effect the action(s) has had on the employee, and the remedy requested. (See Grievance template attached, Addendum 1)
 - ii) The Executive Director interviews the employee to gather facts relevant to the grievance.
 - iii) The Executive Director interviews anyone he/she think may provide information relevant to the successful resolution of the grievance.
 - iv) The Executive Director attempts to reach a fair resolution to the grievance through mediation. The Executive Directors' mediation on the grievance, including the rationale, is given in writing to the employee(s) within five (5) working days of receipt of the written grievance.
 - v) Failing a mediated settlement, the grievance, including all supporting documentation from HR, goes to the Grievance Committee of the Board of Directors for a decision.

Grievance against the Executive Director

See Board Policy 3.2 for a description of the policy for a grievance against the Executive Director.

<http://flowercart.ca/wp-content/uploads/sites/32/2016/10/3.2-Grievance-Against-the-Executive-Director.pdf>

Related Information:

Contact:

Human Resources Department

Roles and Responsibilities:

Human Resources

- Receive written grievance
- Perform the investigation, including interviews
- Create a written response and rationale for the decision on the grievance

Executive Director

- Receive written grievance
- Perform the investigation, including interviews
- Create a written response and rationale for the decision on the grievance

Employee

- Notify HR or Executive Director, or Grievance Committee of the Board of Directors of grievance in writing

Revision History:

March 2005



Addendum 1

Template for submitting written grievance

Check one only:

Grievance against a fellow employee or supervisor

Step 1 Written copy for immediate supervisor _____

Step 2 Written copy for HR _____

Step 3 Written copy for Grievance Committee of the Board of Directors _____

Name: _____

Program: _____

Date on which egregious act occurred: _____

1. Grievance (e.g. written warning, etc.):

2. Brief statement of issues and facts on which grievance is based: (attach additional documentation as needed)

3. Statement of desired relief: (attach additional documentation as needed)

Employee signature

Date