



USW Locals 2010
& 2010-01



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Union members have grievance language in the CA to defend our legal rights.

- To resolve disputes and make our voices heard
- To set precedents and defend entitlements
- To build long term language improvements in the CA
- Accountability





Types of Grievances



Individual Grievance

- When you believe that something your manager has done violates the CA you can file a grievance to have your position heard.

Policy Grievance

- When the union disagrees with HR about an interpretation of the CA language the union can submit a policy grievance to address the issue.

Group Grievance

- If more than one person or one unit has the same problem a group grievance can be submitted to HR.





Grievances Process



Article 11 – Grievance Process

Brief Overview

Informal Stage

- The first step – allow management an opportunity to fix the problem

Step #1: Grievance

- Used when the informal process does not produce a solution

Step #2: Grievance

- A more serious step that gets all parties to the table with HR

Arbitration:

- Used when the union feels the issue is strong enough to win the case and set precedents for the future – this step has a financial cost



“Grievance”
sounds like a dirty
word?



“Grievance” sounds so serious and scary.....

Don't let the language fool you; most issues can be resolved without a formal grievance in the informal stage.

Making our complaint resolution process formal and legal ensures that our rights are protected when management is unreasonable.

For those of us who are timid for whatever reason; the grievance process ensures that we have someone by our side when issues arise whether needed or not.

Once management and USW Members have been properly trained and become accustomed to the process, it will become quite natural in the workplace; just like following Human Rights Legislation or the Ontarians With Disabilities Act (ODA)



First Things First !



What is the first thing I do if I have a problem or complaint regarding a work-related issue ?

Email your Union Steward and ask to discuss the issue.

Steward contact information is found on the web site @ www.usw2010.ca



**Informal
Resolution Stage
Articles 11.03 – 11.05**



Complaints will first be handled informally in 1 of 2 ways:

- 1. You can address the issue directly with your manager within 15 business days of it arising.**
- 2. You can ask your Steward to address the issue for you directly with HR.**

Caution:

- Always call your Steward FIRST to make sure you understand what articles of the CA are being violated.**
- It is very important that you discuss your concerns first with your Steward BEFORE meeting with your manager.**



What if I do not want to meet with my manager face-to-face in an informal meeting?

- 11.04(b) stipulates that your steward can raise the issue on your behalf directly with an Employee/Labour relations Advisor within the same 15 business day time period. You may choose to attend this meeting with your steward.

REMINDER: it is critically important to allow your Manager the chance to rectify the situation before moving to Step #1 of the Grievance process!



Step 1 of the Grievance Procedure Article 11.06

If the informal meeting fails to resolve the complaint within **5 business days** after meeting with your Manager or HR, Step 1 of the Grievance procedure begins.

STEP 1

The Union Steward submits a written grievance signed by them and the employee.

This grievance report will outline the violations of the CA and the resolution sought.



"I like them, sir, but the union are unhappy you've turned their list of grievances into origami."



Step #1 Grievance Process



GRIEVANCE REPORT USW LOCAL UNIONS 2010 & 2010-01



Representing Queen's University Staff & Academic Assistants
www.usw2010.ca | 613-533-2693 | contact@usw2010.ca

Date: [Click here to enter text.](#) Grievance Number: [Click here to enter text.](#)

EMPLOYER: Queen's University

Employee Name:

Employee Number: [Click here to enter text.](#) [Click here to enter text.](#)

Department: [Click here to enter text.](#)

Job Title: [Click here to enter text.](#)

Nature of Grievance: The Employer has violated the Collective Bargaining Agreement...

Settlement requested in Grievance: Full redress

Agreement Violation: All Articles or legislation that may apply

Signature of Aggrieved:

Signature of Union Representative:

Grievance Report Form for Step 1

The manager must respond in writing within **10 business days.**



Step 2 of the Grievance Procedure Article 11.07

- **When the complaint is not resolved at Step 1** the grievance moved to Step 2 by submitting a letter to the **Director of Employee/Labour Relations in HR within 10 business days.**
 - The Director will then call a meeting with the Union reps who signed the grievance and the employee within 10 business days of the Director receiving the grievance.
 - A written response is required by the Director within 10 business days after this meeting.
- ◆ All time limits can be extended by mutual written agreement
 - ◆ A grievance over unjust suspension or discharge always commences at Step 2
 - ◆ Employer grievances and policy grievances also commence at Step 2



Arbitration Article 13

- ◆ 13.01 - **Should no resolution be agreed upon in Step 2** the grievance can be referred to arbitration within 20 business days once the Step 2 written response has been received.
- ◆ The union must inform the employer in writing of the intent to proceed.
- ◆ 13.04 - The parties have 30 days to agree upon an arbitrator. The cost is shared equally between the employer and the union.
- ◆ 13.08 - The arbitrator's decision is final and binding





Q & A



Questions?



Remember...

