



Walking Through the Grievance Process: Case Study

Stage:	Process:	Comments:
Issue with Management occurs		Example: Manager indicates that you will not be paid for overtime that was previously approved
First thing to do!	<p>Email your Steward to let them know your Manager won't pay your over-time</p> <p>Work with your Steward to ensure that your issue IS a violation of the collective agreement</p> <p>Ask your Steward advice on how to handle an informal meeting with your Manager</p>	<p>Meet with your Steward before or after work or during your break time</p> <p>Take notes to help you through the process</p> <p>For any reason if you are not comfortable with your steward you can email their alternate or the chief steward</p>
<p>Informal Resolution Stage</p> <p><u>Pick one of two ways:</u></p> <p>you meet with your manager</p> <p>OR</p> <p>you ask your steward to take your issue to HR for you (you can come to the meeting too)</p>	<p>It is critical that you set-up an informal meeting with your Manager by email to document this part of the process</p> <p>You must REQUEST this meeting within 15 business days of the issue arising but it does not matter when the actual meeting date is set</p> <p>Copy or forward this correspondence to your Steward for their records</p>	<p>Meet with your manager to discuss the issue AFTER meeting with your Steward</p> <p>NOTE: all emails, phone calls, verbal discussions, letters, meetings, can eventually form part of the Grievance file.</p>
WAIT 5 business days	Managers must be given the opportunity to rectify the issue at the informal stage within 5 business days after the meeting	Try to get the response in writing, however this may not be possible and there is no contractual requirement.



Stage:	Process:	Comments:
<p>5 business days have now passed</p>	<p>Email your Steward</p> <p>Discuss your desire to move your issue to Step #1 of the Grievance process</p> <p>Meet with your Steward to sign the Grievance form</p>	<p>It is your decision at this point to proceed to a grievance or not. The Union cannot grieve without your consent.</p> <p>OR</p> <p>The problem is fixed and no further action is required</p>
<p>Step #1</p>	<p>Your official Step #1 Grievance is emailed by your Steward on your behalf to your Manager</p>	
<p>WAIT 10 Business Days</p>	<p>Your Manager has 10 business days to respond to your grievance IN WRITING</p>	
<p>Response received in writing</p>	<p>Your Manager has now responded and they are still indicating that you will not be paid for your pre-approved overtime</p> <p>EMAIL YOUR STEWARD you have 10 business days to decide to move to step #2</p> <p>Meet with your Steward to discuss your desire to move your grievance to Step #2 of the process</p>	<p>It is your decision at this point to proceed further within the grievance process or not.</p> <p>Don't wait the full 10 business day to let your Steward know that you wish to proceed to Step #2, as they will need time to prepare your documentation</p>
<p>Step #2</p>	<p>Informing the Employer that you are moving your Grievance to Step #2 of this process is emailed by your union to HR on your behalf</p>	



Stage:	Process:	Comments:
<p>WITHIN 10 business days</p>	<p>Your Step #2 grievance meeting will occur at HR</p> <p>Attending on your behalf will be your Steward, your President, and your USW Staff Rep</p> <p>You will be able to attend this meeting as well to clarify any details</p>	<p>Attending for the Employer will be the Director Employee/Labour Relations, and her personnel as required</p>
<p>WAIT 10 business days</p>	<p>The Director of Employee/Labour Relations has 10 business days to respond to your grievance <u>IN WRITING</u></p>	
<p>Response received in writing</p>	<p>The Director has now responded to the union and has still indicated that you will not be paid for your pre-approved overtime</p> <p>The Union will inform you of this decision immediately</p> <p>Meet with your President, USW Staff Rep, and Steward to discuss your desire to move your grievance to the Arbitration process</p> <p>The Union has 20 business days to send notification of arbitration to the Employer</p>	<p>The decision process for this stage is now born by both yourself AND Local 2010 as well as the International Union</p> <p>Research will be completed on your behalf by the union to assess the merits of your case for Arbitration</p> <p>If the research determines that your case is weak and has no merit your Union can recommend that the grievance be withdrawn at this point of the process</p> <p>If the research determines that your case has 'strength', The Union can recommend that the grievance be moved to the Arbitration process</p>
<p>Notification for Arbitration is sent</p>	<p>Notification to inform the Employer that the Union is moving to the Arbitration stage is emailed by the Union to HR on your behalf</p>	<p>Arbitration rulings are final and binding on all parties and are not entered into lightly</p>