

 Rainy River District Social Services Administration Board	SECTION: Human Resources
	POLICY TITLE: Grievance
ORIGINAL DATE: May 20, 1999	POLICY AREA: Employee Relations
REVISION DATE: December 17, 2015	POLICY NO: HR-3.7
NEXT REVIEW DATE: December, 2019	APPROVED BY: Board Res. #100/15

Policy

Where a difference arises relating to the interpretation, application, administration or alleged violation of the *Staff Agreement*, an employee of the Rainy River District Social Services Administration Board (RRDSSAB) may settle the difference using the RRDSSAB grievance procedure. At all times, the *Staff Agreement* clause(s) will supersede RRDSSAB Policy.

Time Limits

All time limits specified in this procedure are mandatory and shall be deemed to be exclusive of Saturdays, Sundays and statutory holidays described in the employee's respective *Staff Agreement*. Agreement to waive these time limits must be made in writing and acknowledged by the parties. Grievances not processed within the time frames noted shall be deemed to be abandoned.

Complaints

An effort shall be made to settle grievances fairly and promptly and it is understood that an employee has no grievance until he/she has given his/her supervisor the opportunity of adjusting the complaint. It is understood that an employee has no grievance until he/she has first given his/her immediate supervisor or designate the opportunity of adjusting the complaint. Such complaints must be submitted in writing, within five (5) business days of the circumstances given rise to it have occurred or ought reasonably to have come to the attention of the employee.

The supervisor will give his/her response within ten (10) business days in writing and, failing settlement, it may then be taken up as a grievance within ten (10) days following the decision of the supervisor to the complaint, adhering to the grievance procedure described below.

Procedure

1. Employee Grievance

Step 1: Supervisor or Designate

The employee shall file a grievance in writing with his/her immediate supervisor. The grievance shall identify the nature of the grievance, the remedy sought and the provisions of the *Staff Agreement* which are alleged to have been violated. The grievance shall be dated and signed by the employee. The Supervisor or designate shall reply in writing within ten (10) days of the submission of the grievance.

Step 2: Chief Administrative Officer (CAO) or designate

If a settlement satisfactory to the employee is not reached at Step 1, the employee may refer the grievance to the CAO or designate within ten (10) days of the deadline for receiving a reply at Step 1. The griever will meet with the CAO or designate within ten (10) days of the submission to Step 2 unless extended by agreement of the parties. The CAO or designate shall reply in writing, within ten (10) business days of the meeting.

Step 3: Board of Directors

If a settlement satisfactory to the employee is not reached at Step 2, the employee may refer the grievance to the Board or its designated Committee within ten (10) business days of the deadline of receiving a reply at Step 2. The griever may be invited to meet with the Board or its designated Committee within ten (10) business days of the reference to Step 3 unless extended by agreement of the parties. The Board or its designated Committee shall reply in writing, within ten (10) business days of the meeting.

2. Grievance Forms or Memorandums Regarding a Grievance

All grievance forms or memorandums regarding a grievance shall contain one grievance only.

3. Policy Grievance

The employee group and the employer shall have the right to file a grievance based on a dispute rising out of the application, administration, interpretation or alleged violation of the respective *Staff Agreement*. However, a policy grievance shall not be used with respect to a grievance directly affecting an employee which such employee could personally initiate, and the regular grievance procedures shall not be by-passed.

A policy grievance may be lodged by either party in writing at Step 2 of the grievance procedure at any time within the ten (10) business days of when the party became aware or reasonably ought to have become aware of the circumstances giving rise to the grievance. If such grievance is filed by the employer at Step 2, it shall be presented to the employee spokesperson, representative or designate.

4. Group Grievance

Where a grievance involves a number of employees, it may be processed as a group grievance and submitted at Step 2 of the grievance procedure. Such a grievance must be submitted within ten (10) days of when the party became aware or ought reasonably to have become aware of the circumstances giving rise to the grievance.