



**POLICY:**  
**SUBJECT:**  
**APPROVAL DATE:**  
**REVISION DATE:**  
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**GBM**  
**EMPLOYEE COMPLAINTS & GRIEVANCES**  
December 8, 1987  
**November 3, 2003**  
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## **1. GENERAL**

A complaint or grievance shall be defined as any dispute arising out of the interpretation, application or alleged violation of the Division's personnel policies, procedures and collective agreements.

## **2. EMPLOYEES COVERED BY COLLECTIVE AGREEMENTS**

2.1 Where provisions regarding employee complaints and grievances exist within a collective agreement, they shall apply.

## **3. GRIEVANCES**

The following procedures shall apply for all employees in the Administrative 1-10 group and union-exempt employees excluding the Administrative 11-20 group:

3.1 If an employee has a complaint or grievance about the interpretation, application or alleged violation of a personnel policy or procedure the employee shall follow the grievance procedure as outlined in the administrative rules and procedures.

3.2 Failure to comply with any of the time limits by the employee shall constitute waiver of the complaint.

3.3 An employee may initiate a grievance without fear of recrimination.

## **4. GRIEVANCE PROCEDURE**

4.1 The Chief Superintendent shall be responsible for the development of a grievance procedure which shall be followed at the administration level for employees in the Administrative 1-10 group and union-exempt employees excluding the Administrative 11-20 group.

4.2 The decision of the Chief Superintendent shall be final and binding.



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Regulations as determined by the Chief Superintendent governing procedures and operations for employee complaints and grievances from employees in the Administrative 1-10 and union-exempt groups excluding the Administrative 11-20 group.

**1. Immediate Supervisor**

- 1.1 The employee will bring the situation to the attention of their immediate supervisor within ten (10) working days of the occurrence of the problem creating the complaint - explaining the nature of the problem and providing a possible solution.
- 1.2 After being provided with the complaint, the supervisor will investigate and provide a response to the employee within five (5) working days.
- 1.3 In the event the supervisor fails to respond to the complaint within five (5) working days, the employee may proceed to Step 2 of the grievance procedure.

**2. Superintendent/Department Director**

- 2.1 If Step 1 is not feasible or if the reply is not satisfactory to the employee concerned the grievance may within five (5) working days be referred to the appropriate Superintendent/Department Director. At this stage the employee shall state the complaint in writing and sign it.
- 2.2 Within five (5) working days of the grievance being referred in 2.1 above the Superintendent/Department Director will reply to the grievance in writing.

**3. Human Resources Department**

- 3.1 If the reply of the Superintendent/Department Director is unsatisfactory to the employee concerned, the grievance may within five (5) working days be referred to the Director of Human Resources or designee.
- 3.2 The Director of Human Resources or designee shall within ten (10) working days of receiving the grievance referred as in 3.1 above, give due consideration to the grievance and provide a written reply.

**4. Chief Superintendent**

- 4.1 If the reply of the Director of Human Resources is unsatisfactory to the employee concerned, the grievance may within five (5) working days be referred to the Chief Superintendent.
- 4.2 The Chief Superintendent shall within fifteen (15) working days of receiving the grievance referred to in 4.1 above, give due consideration to the grievance and provide a written reply.