



**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.