



APSSP GRIEVANCE MANUAL

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Carmela Diano, V.P. – Grievance & Constitution
Nadia Kerr, President

Compiled by Larry Robbins, Labour Consultant for APSSP under the direction and with the assistance of the APSSP Provincial Grievance Committee consisting of:

Chair - Glenn Webster - Vice President, Grievances, A.P.S.S.P.
Rick Townshend - President, A.P.S.S.P.
Tim Jenkins - Treasurer, A.P.S.S.P.

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GRIEVANCE MANUAL

(Information contained in this document, does not supersede your Collective Agreement.)

1. WHAT IS A GRIEVANCE?

Definition

According to Roberts' Dictionary of Industrial Relations, Revised Edition:

Any complaint by an employee or by a union (sometimes by the employer) concerning any aspect of the employment relationship. The complaint may be real or fancied, arbitrable or nonarbitrable under the contract. Arbitrable grievances are usually those which arise out of the interpretation or application of the terms of the collective agreement.

Often a "potential grievance" is referred to as a complaint, until it has been put in writing as a formal grievance.

Why should you file a grievance when you feel the employer has violated the collective agreement?

- It is the recognized means of solving disputes over the interpretation of your collective agreement.
- If you allow Management to violate the collective agreement, you are giving up your hard-won rights, which have been achieved in collective bargaining.
- If Management is allowed repeatedly to deny you your rights in the collective agreement, those rights may be lost forever. Management's incorrect interpretation of the agreement may gain acceptance.
- The employer will realize that it has the upper hand to do what it wants because employees are unwilling to grieve.
- A collective agreement is only a piece of paper. It must be carefully and diligently enforced if it is to provide you with the protection you need in your employment relationship.
- An employee who files a grievance generally wants a certain remedy from the Employer. The grievance procedure therefore has a clear purpose, so that the member can gain something that they are entitled to.

A COLLECTIVE AGREEMENT IS A LEGAL BINDING DOCUMENT BETWEEN TWO PARTIES, IT MUST BE CAREFULLY AND DILIGENTLY MONITORED.

2. KINDS OF GRIEVANCES

a. Individual Grievances

An individual grievance is a complaint that an action by Management violated the rights of an individual as set out in the collective agreement.

Example: The most common types of such grievances are those involving discipline, discharge, demotion, improper layoff, denial of a job posting, and denial of a fringe benefit such as weekly sick pay or payment for a statutory holiday. More and more common today are grievances over the Employer's duty to accommodate employees with disabilities.

An individual grievance affects one individual directly. This distinguishes it from a group or other type of grievance. The individual employee has the grievance; it is filed in the employee's name.

b. Group Grievances

A group grievance is a complaint that a group of individuals (a department, a shift, all those in a particular job classification, or any other grouping of two or more individuals) has been affected in the same way and at the same time by an action taken by the Employer.

Example: The Employer changes the start time for all social workers - this affects all employees in that classification.

Example: Management sends home all who work in a particular work area when they report on a given day and then fails or refuses to pay a reporting allowance as required by the collective agreement.

It will often be more convenient to grieve the matter as a group rather than have each employee filing a grievance. Many collective agreements refer to group grievances and provide for filing them at a stage above Step 1 in the Grievance Procedure.

c. Union Policy Grievances

A Union policy grievance is a complaint by the Union that an action of Management (or in some cases, Management's failure or refusal to act) is a violation of the collective agreement that could affect all who are covered by that agreement. Group grievances are often treated as policy grievances but, strictly speaking, they should be considered separately. A policy grievance normally is a request that the contract be interpreted in a certain way. It could arise out of what is essentially an individual grievance in which the Union claims that the action taken by Management implies an interpretation of the collective agreement that will work to the detriment of all employees.

Example: Management issues a new policy on Absenteeism Control. The Union might grieve because of concerns that it violates the rights of members who are legitimately sick, even though there may not be a specific member who has been affected yet.

A policy grievance may also be a dispute arising directly between the parties to the collective agreement.

Example: The Union would grieve on its own behalf if Management failed to deduct Union dues as specified in the collective agreement.

d. Management Grievances

A Management grievance is a complaint by Management that the Union has violated the collective agreement.

Example: The Employer complains that the Union authorized, condoned or instigated an "illegal" strike.

3. PROCESSING A GRIEVANCE

The following Steps and pointers apply to any Union representative who is approached by an employee about a complaint. It is recognized that the Grievance Chairperson of each Chapter is the person primarily involved at the Local level. Each chapter may also have a grievance committee consisting of at least two members. In addition to the Grievance Chairperson, other members of the grievance committee will normally play a role as well. Moreover, it is very important to be in touch at the earliest stage possible with the Provincial Vice-President, Grievances, for APSSP.

- Find a convenient time and place to listen to the grievor without interruption.
- Ask probing questions to obtain a complete picture of the incident and attendant circumstances from the grievor. If there is likely to be any dispute over the facts, have the grievor write out a complete account of what occurred.
- If there are other witnesses, interview them as soon as possible to get their complete story.
- Study the collective agreement to decide if there is a violation and to determine the requirements of the grievance procedure, paying particular attention to the time limits for filing grievances. Consult with the Vice-President, Grievances for APSSP.

Prepare a written account for your own records and answer the following six questions that are often known as the ‘Six W’s’:

- a. **Who** was involved? Record the full name, department, job classification of each participant or witness to the incident, not just those of the grievor.
- b. **What** has happened? What is the nature of the grievance - lost time, vacation, overtime, seniority?
- c. **When** did it happen? Record the exact time and date on which the incident occurred.
- d. **Where** did it happen?
- e. **Why** is it a grievance? What section(s) of the collective agreement have been violated, misinterpreted or administered incorrectly?
- f. **What** redress is required? What will correct the situation? What does the grievor **want**?

Always be mindful of time limits. If a delay would jeopardize the member's rights, file the grievance first and if, after discussions with other officials of the Union, it is decided that the problem is clearly not a violation of the collective agreement, withdraw the grievance. If attempts are being made to resolve the problem with the Employer, make sure to get an extension of time limits in writing from the Employer so that the member's rights are not jeopardized.

Even if no clear violation of the collective agreement exists, there still may be a legitimate problem that can be resolved with the Employer. If the problem is not a grievance, it may be one of the following:

- a. a weakness in the collective agreement which should be noted for future negotiations;
 - b. a matter that should be discussed at the Joint Labour Management Committee.
 - Note that the matter may still be grievable if the Employer has committed a breach of human rights or other employment related statutes such as the *Employment Standards Act* or the *Ontario Human Rights Code*.
- If the member has a grievance, carefully follow the collective agreement in presenting the grievance to the Employer.
 - Make sure that you receive a reply from the Employer within the time limits as set out in the grievance procedure. If no reply is received within the time specified, consider that to be a negative answer and proceed to the next step. If the Employer requires additional time however there is certainly nothing wrong with agreeing to a specific extension of time limits. Any such agreement to extend time limits, however, should be in writing.
 - If a reply is received, decide (in consultation with the grievor, the grievance committee and the Vice-President, Grievances for APSSP) whether it constitutes a satisfactory settlement. Has the redress requested been allowed? If so, the grievance can be resolved. If the grievance has been allowed in part, a discussion needs to be held to determine whether the settlement would be a reasonable outcome. It is desirable to settle grievances in the initial stages whenever possible. However, this does not mean that you should accept a negative interpretation of the collective agreement by the Employer.
 - If the answer received from the Employer is unsatisfactory, take the grievance to the next step in compliance with the time limits set out in the grievance procedure.

Why is it important to talk to the grievor and all of the witnesses at the earliest stages of the grievance procedure?

- Memories have a way of fading over time. The longer you wait, the more difficult it may become to get a clear picture of the facts on which the grievance is based.
- The Employer may be talking to various witnesses as well and may try to discourage them from cooperating with the Union. If you can get to them early, it may be easier to get their cooperation.
- Before you can begin processing the grievance you need to have all the facts. This will enable you to determine if there is a valid grievance and whether a possible settlement is appropriate in the circumstances. In the absence of all relevant information you will be operating with a blindfold.

REQUESTING DISCLOSURE

In some cases, the Union may not be in possession of all of the necessary information, but the Employer may have it. It is entirely appropriate then to request disclosure from the Employer and to do that as soon as possible.

NOTE ON CONSULTANTS:

The involvement of our consultants is arranged only through the APSSP Provincial Executive. Permission for a local chapter to consult with and engage the services of our paid professional union consultants must be obtained through the Provincial Vice-President, Grievance or the President of the Association. Failure to do so might result in any fees being charged back to the local chapter. It is important to stay in close communication with the Provincial Vice-President, Grievances.

4. HOW TO WORD GRIEVANCES

What is the primary purpose of the grievance form and the words you write on it?

The primary purpose is to set in motion the grievance machinery that exists under the collective agreement.

What do you need on a grievance form?

- a simple, clear, concise statement of the grievance;
- the article(s) of the collective agreement which have been allegedly violated (make sure to include all affected articles)
- if this is a matter involving an alleged breach of employment related statutes such as the *Ontario Human Rights Code* or the *Employment Standards Act*, list the names of the affected statutes as well;
- the exact redress required which will place the grievor in the same position as if the incident had never taken place; (Note: It is useful to add the phrase “that I be made whole in all respects”.)
- if this is a harassment case, or a case involving an alleged breach of the *Ontario Human Rights Code*, it is also appropriate to request damages.
- grievor’s name, department, classification, etc.;
- signature and date.

Note: It will likely be necessary to make several copies: one for the Employer, one or more for various representatives of the chapter, and one for the grievor.

[See Appendix A for a copy of the APSSP Grievance Form.]

[See Appendix B for samples of written grievances.]

5. COLLECTING INFORMATION FOR GRIEVANCES:

A Guide to Record Keeping

What is the purpose of building a file on a grievance?

- To assist the Grievance Chairperson to collect and accurately record all the facts relating to a complaint or grievance.
- To assist the Grievance Chairperson in the completion of the Grievance Form.
- To guide the Grievance Chairperson in all discussions with Management.
- To provide the grievor's representative at each level of the grievance procedure and at arbitration with a clear, complete and accurate record of the events that gave rise to the grievance, together with the supporting documentary evidence where applicable.

List several things you would include in your records. [See also Appendix C and D]

1. All notes of interviews of the grievor and witnesses including any signed statements which you have obtained.
2. List all witnesses for the complainant or grievor whether or not they are willing to make a statement.
3. Determine if possible, Management's witnesses and record their contact information as well.
4. Attempt to obtain Management's side of the story and make notes of that as well.
5. Collect all documentary evidence relating to the complaint or grievance, for example: letters, memoranda, e-mails, directives or schedules, etc.
6. If the complaint or grievance concerns the interpretation or application of the collective agreement, record the relevant article(s) of the collective agreement.
7. If the complaint or grievance relates to discipline, provide details of the complainant's or grievor's past disciplinary record.
8. If you have any personal knowledge of the complainant or grievor which might be of assistance to the representatives at other levels of the grievance process, include that information as well.
9. Include all Management responses at every step of the grievance procedure in your file.
10. Don't forget to include your copy of the grievance as presented at each step of the grievance procedure.

6. HOW TO TALK TO MANAGEMENT (Presenting the Case)

Finally, you are going to get an opportunity to discuss your grievance with someone. When you do, be sure you stick to the procedure step by step and make a real effort to settle the grievance at the lowest possible step.

If the first step is for you to go to the supervisor with the grievance, do so. Do not try to bypass the supervisor. Do not let the grievor present the case - even if the grievor wants to. People who handle their own grievances are at a disadvantage for several reasons:

- They are amateurs at handling grievances while the Management Representative is more experienced. The grievor does not have the experience you do, does not know how to handle superiors tactfully, does not know the proper procedures to follow.
- Since the grievance is very important to the grievor, the grievor is likely to use an emotional approach rather than a logical, well-reasoned argument.
- The grievor does not have the protection of being a Union Representative that you have. The grievor is simply an employee and thus is subject to pressure from Management. Management may even hint that the grievor will be in serious trouble unless the grievor drops the grievance entirely and ceases to be a nuisance.
- Management may counter the grievance by bringing up some unfavourable facts about the employee although those facts have nothing to do with the grievance. Not realizing that this is a “red herring”, the employee will often agree to drop the grievance.
- If Management rejects the grievance and then the employee comes to you, asking you to try, you are at a disadvantage for two reasons:
 - a. You cannot start from scratch and build up what you feel would be the best argument. Instead, you must pick up the pieces of the employee’s broken grievance and try to patch them up and go back to Management with the same argument that has already been rejected.
 - b. It is very hard to get Management to reverse itself. Management has already said no. It is like arguing with a baseball umpire - once the umpire calls you out, you are out, and the umpire is not going to change the call no matter what you say.

You will present the case; not the grievor. Here are a few points to remember:

What should I say at the Grievance Meeting? Preparation is extremely important. What are the arguments that make this case a valid grievance? Write down your key points that you want to make to the Employer. It need not be a lengthy address. The purpose of your argument is to persuade the Employer to resolve the grievance in a manner satisfactory to your member.

The Art of Communication. The goal is to show how the collective agreement applies to the facts of the situation before you, to explain why logic and fairness must lead anyone to the same conclusion you have reached and to convince your listeners that the grievance is valid and must be allowed. The principle involved is the principle of effective communication. It applies with equal force whether you are giving a speech, making a report, writing an essay or simply telling a story. The formula has three steps:

- a. Outline what you plan to say or introduce your subject.
- b. State your case; that is give all the facts, examples and arguments to complete the picture for your audience.
- c. Summarize what you have said and make your conclusion.

Take a positive approach. When you take up a complaint, you are not asking for a favour; there is no need to bow and scrape. If the supervisor is unreasonable, you can always take your case to the next step in the grievance procedure. On the other hand, "throwing your weight around" will not get co-operation. There will be some complaints the supervisor at the first level can settle. However, the supervisor will not feel like co-operating if you gripe and yell every time you meet.

This is particularly important when you have a sound case. Simply because you have muscle you do not have to beat someone or, to put it another way, being right is no excuse for being rude.

Your approach to the supervisor should be neither timid nor aggressive. It should be business-like.

Be a good listener. The Management Representative may have information about a complaint that you do not have. Ask what the circumstances were that led up to the grievance and listen to the answer. Even if you do not agree with the answer, it is good practice to let the Management Representative talk and to get that side of the story. Sometimes the Management Representative will reveal attitudes and motive that will be useful to you in getting the grievance settled at the next higher level. If you receive some new information and are not sure how to respond, ask for a break, and caucus with the grievor and other members of the grievance committee.

Hold your temper - Be calm. If the Management Representative gives you an argument, remain calm. You cannot think straight if you lose your temper. Do not make silly threats such as “we will walk off the job”. Remember, it is up to Management to justify its position. Learn to ask “why”. Do not talk too much. Whatever you do, do not place yourself on the defensive.

Get an answer. Delays in receiving a reply may be justified but it may be a stall. The supervisor may need time to check a point with higher Management, but make sure that the supervisor does not stall you beyond the time when your written grievance must be presented at the next step. Always get a definite time when you should come back to get the final answer.

Do not be sidetracked. Some supervisors like to play games with the Union Representative. They feel they are superior to the average worker because they are the boss. Trying to put you on a verbal merry-go-round is one tactic they may use. Do not allow yourself to be sidetracked. Let the Management Representative talk. When finished, bring the Management Representative back to the main issue - the facts of the employee’s complaint.

Do not be afraid to press your case. If you have a good case and believe you are right, do not let the supervisor frighten you or talk you into abandoning the grievance. Go all the way to arbitration if necessary.

Theoretically, you are the equal of Management but in practice, you may have to fight to assert that equality. You cannot simply tell Management you are equal. You cannot ask for equality. You must think, act and talk like Management’s equal so that Management will simply accept the fact that you are an equal and respect your position.

7. WHO DOES WHAT IN THE GRIEVANCE PROCESS

The Grievor

- Advises the Grievance Chairperson or other member of the Grievance Committee in a timely manner that they believe they have a grievance.
- May attempt to resolve the matter informally as a complaint with the supervisor.
- Cooperates with the Grievance Chairperson in providing all relevant information.
- Signs the grievance form.
- Normally attends all meetings of the grievance procedure.

Chapter Grievance Chairperson

- Is the person in the chapter primarily in charge of the handling of grievances?
- Fully investigates any potential grievance, also seeks advice from the Vice-President, Grievances for APSSP, and determines whether a grievance should be filed.
- Prepares and signs the written grievance, also ensures that the grievor signs it, and files the grievance with the Employer at each step of the procedure.
- Attends grievance meetings at each step of the grievance procedure, may be the spokesperson for the chapter.
- Consults with the grievor and grievance committee to determine whether any Employer response is an appropriate resolution to the grievance.
- Obtains all relevant documents and prepares a file for the grievance.

Grievance Committee Member

- Works with the grievance chairperson and other members of the grievance committee to carry out all of the above functions.
- Other members of the Grievance Committee may act as the lead person on any given case.

Chapter Executive

- Ensures that there is an active functioning grievance committee. The Chapter President is a member of that committee and is aware of all grievances.
- In any case, where the grievor and the Grievance Committee disagree on whether a certain grievance should be filed or if already filed should continue or should be withdrawn, the Chapter Executive will review the matter at a meeting and make a decision. If the grievor is not satisfied with the decision, the grievor may appeal to Governing Council, and one or more members of the chapter executive will attend any meeting called by Governing Council to deal with the matter.

Governing Council

- Has the final say on whether a grievance should proceed to arbitration?
- Should a dispute arise between a member of any bargaining unit and the grievance committee, the member may appeal a decision to Governing Council, and Governing Council will resolve the issue.

Provincial Vice-President, Grievances

- Is informed of the status of grievances at each chapter.
- Gives advice to the Grievance Chairperson at each chapter as required.
- Refers the Grievance Chairperson to an APSSP Consultant as required.
- Prepares ongoing reports on the status of all grievances for Governing Council.
- Gives approval to proceed to arbitration pending final approval of Governing Council.

Consultant for APSSP

- Gives advice to Local Chapters on any grievance matters as required.
- Stays in close contact with the Provincial Vice-President, Grievances and keeps the latter fully aware of the status of all grievances.
- Presents grievances on behalf of the Local Chapter particularly at the highest internal step of the Grievance Procedure.
- Presents grievances on behalf of the Local Chapter at arbitration.
- As stated above, the Consultant is retained through the Provincial Vice-President, Grievances or the President of APSSP Provincial.

Ownership of Grievances

All grievances are effectively disputes between a union and an employer. The Association therefore, at each stage, decides whether to file a grievance, how to proceed with a grievance, and whether to file for arbitration. The individual member does not make these decisions. However as stated above, the member does have the right to appeal an adverse decision to Governing Council, which has the final say.

APPENDICES

- A. APSSP Grievance Form
- B. Samples of Written Grievances
- C. Checklist for Grievance Investigation
- D. Sample Grievance Fact Sheet



Grievance Report

APSSP Chapter:	School Board:	Date Submitted to School Board:
Grievance Number:	Grievor:	Submitted at: Step 1 Step 2 Step 3

Nature of Grievance and Date of Occurrence:

Settlement Requested:

(Name), Grievor

(Name), VP Grievance, APSSP (Chapter)

CC: School Board Personnel, APSSP Chapter, APSSP Provincial VP of Grievance, Grievor

SAMPLES OF WRITTEN GRIEVANCES

Warning Grievance

I am grieving under the collective agreement because I was given a warning without just cause. I request that the warning be removed from the record.

Suspension Grievance

I am grieving under the collective agreement because I was given a _____ day suspension without just cause. I request that the suspension and the related documents be removed from the record, and that I receive financial and all other benefits for all time so lost.

Job Posting Grievance

I am grieving under the collective agreement because I was not awarded job posting number _____. I request that I be given the job and paid for the difference in rate from _____ (date).

Job Posting Grievance

I am grieving under the collective agreement because I am being denied the right to apply for the job of _____. I request that this job be posted.

Improper Posting Grievance

I am grieving under the collective agreement because job posting number _____ is improperly posted. I request that this be corrected.

Improperly Paid Grievance

I am grieving under the collective agreement because I was not properly paid for work performed by me on _____. I request to be so paid.

Temporary Promotions Grievance

I am grieving under the collective agreement because I was not temporarily promoted to _____ on _____. I request to be paid the difference in the rate for the time involved.

Unjustly Demoted Grievance

I am grieving under the collective agreement because I was demoted without just cause. I request that this be corrected and that I receive all financial and other benefits so lost.

Discharge Case Grievance

I am grieving under the collective agreement because I was discharged without just cause. I request that I be fully compensated for any and all losses of salary and other benefits *including interest*. Furthermore, I request that any documentation related to my discharge be cleared from the record. (Alternative: I request that I be made whole in all respects.)

Vacation Grievance

I am grieving under the collective agreement because employees with less seniority than myself are getting a more favorable period for vacation. I request that this be corrected.

Transfer Grievance

I am grieving under the collective agreement because my application for transfer was not given full consideration. I request to be _____ so _____ transferred.

CHECKLIST

FOR GRIEVANCE INVESTIGATION

Have these points been covered and entered on the fact sheets?

DISCHARGE AND DISCIPLINE

1. Previous work record
2. Complete record of events leading to discipline
3. An account of the incident resulting in discharge or discipline
4. Management's reason for its action
5. Past practice in similar cases
6. Supervisor's name, etc.
7. Name of witnesses, etc.
8. Dates and times (important to case)

HARRASSMENT

1. Incident including date, time and place
2. Kind of harassment: personal, racial, sexual
3. Consequences: promotion denied, position downgraded, unfair discipline, poisoned work environment
4. Health effects: mental and physical
5. Identify harasser: supervisor, department head or co-worker
6. Identify witnesses: co-workers and others
7. Is this a repeated incident?
8. Has it been drawn to management's attention before?

JOB POSTINGS (Unsuccessful Applicant)

1. Grievor's classification and seniority
2. Grievor's experience and previous jobs
3. Job the grievor is seeking, whether promotion or transfer, qualifications for the job as set out in the posting
4. Name, classification and seniority of successful applicant
5. Experience and previous jobs of successful applicant
6. Management's reasons for rejecting the Grievor
7. Management's reasons for choosing the successful applicant

IMPROPER PAY (Work Assignment)

1. Grievor's classification and seniority
2. Grievor's regular work assignment
3. Grievor's assignment on day in question
4. Rate of pay applicable to assignment
5. Exact work performed by Grievor and instructions from supervisor
6. Grievor's experience and previous jobs
7. Management's reasons for not paying the higher rate

VACATIONS

1. Time requested
2. Time allotted
3. Seniority
4. Number of employees in work group
5. Employer's reasons for denial of request
6. Name of other employees involved
7. Seniority and classification of other employees involved

OVERTIME (Regular)

1. Date and shift overtime was scheduled
2. Classification scheduled for overtime
3. Grievor's classification
4. Name and classification of employee who worked
5. The actual work that was performed
6. Previous record of overtime distribution
7. Last time grievor worked overtime
8. Number of accumulated hours of overtime for Grievor (and others)
9. Supervisor's reasons for not asking Grievor to work

OVERTIME (Statutory Holidays)

1. Same as regular overtime
2. Identify Statutory Holidays involved
3. Verify that grievor qualified for holiday pay
4. Verify that grievor was willing to work
5. Verify that it was grievor's turn to work
6. Verify that supervisor deliberately bypassed grievor

SUPERVISORS WORKING

1. Name of person doing work
2. Type of work performed
3. Amount of time worked
4. Area where work was done
5. Grievor's classification
6. Availability of Grievor
7. Supervisor's reason for working

TRANSFER (Demotion)

1. Grievor's seniority and classification
2. Department requested
3. Name of new employees hired
4. Date of request for transfer
5. Availability of replacement for grievor
6. Supervisors' reasons for not agreeing to transfer

IMPROPER LAYOFF (or Recall)

1. Seniority of grievor
2. Seniority of all involved
3. Type of work to be performed
4. Previous experience of all concerned

SAFETY HAZARDS

1. Name, classification, department of grievor
2. An account of the incident
3. What caused the complaint?
4. Has it been previously reported?
5. What action has management taken?
6. What law or rule is violated?
7. Witnesses: names, etc.
8. Any injuries?
9. Nature of injuries

NOTE: If this is a discharge or discipline case:

- Did you ask about personal problems of the grievor?
- Did you ask about any previous record – good or bad, long or short?
- Did you probe any extenuating circumstances in this case?
- Did you ask about the personal character of all people involved?
- Did you discuss the consequences or the penalty?
- Did you consider whether or not the punishment fits the crime?
- Did you advise the grievor to seek employment while waiting?

GRIEVANCE FACT SHEET

FOR THE UNION ONLY

This is a model grievance fact sheet. It would obviously have to be adapted to the needs of your own Association.

Grievance No: _____ Local: _____

Please Print.

WHO is involved in the Grievance?

GRIEVOR

Name: _____ Dept: _____

Home Address: _____ Home Tel.: _____

Email Address: _____

Classification: _____ Wage Rate: _____

SENIORITY

Employer wide (date): _____

Office / Work Centre (date): _____

Classification (date): _____

SUPERVISOR OR OTHER MANAGEMENT INVOLVED

Name: _____
Department: _____
Job Title: _____

WITNESSES OR OTHER PERSONS INVOLVED

Name: _____

Office / Work Centre: _____

Classification: _____

Home Address: _____ Tel: _____

Email Address: _____

Name: _____

Office / Work Centre: _____

Classification: _____

Home Address: _____ Tel: _____

Email Address: _____

WHAT happened? What is the grievance about? (Make sure to include all points mentioned on the checklist for each type of grievance.)

WHEN did the grievance occur? (Date and time grievance began? How often? For how long? Is it within time limits to process a grievance?)

WHERE did the grievance occur? (Exact location – include diagram, sketch or photo, if helpful).

WHY is this a grievance? (Violation of contract? Law? Past practice? Safety regulation? Rulings or awards? Unjust treatment? etc.)

WANT What redress is required to settle the grievance in full.
(Adjustments necessary to completely correct situation: in case of discharge, ask for back pay.)

Employer contends: _____

Employer record of conduct, warnings and / or penalties for lateness, absenteeism, quantity or quality of work, etc.

Dates

Reasons

Verbal warnings issued: _____

Written warnings issued: _____

Penalties imposed _____

Any related information: _____

ADDITIONAL INFORMATION

Information given by witnesses (print the name of each witness followed by a summary of what each saw and heard: get a signed statement).

Date: _____

Signature of Witness: _____

Date: _____

Signature of Union Representative: _____