



TOWN POLICY

POLICY NUMBER: 1306

REFERENCE:
Council 649.09.89

ADOPTED BY:
Town Council
10 December 1996

PREPARED BY:

DATE: 20 September 1989

TITLE: Grievance Policy

Page 1 of 5

Policy Statement

The Town of Strathmore will draw up guidelines which will provide management with the awareness and means by which to resolve existing problems and concerns.

1. **Definitions**

1.1 **Complaint** means an expression of dissatisfaction, resentment, discontent and grief.

1.2 **Council** means the Council of the Town of Strathmore, in the Province of Alberta.

1.3 **Director** means the Director, including the Town Manager, directly or indirectly supervising the employee.

1.4 **Grievance** means an actual or supposed circumstance regarded as just cause for complaint or protest, and shall be subject to the grievance and arbitration procedures set out herein.

1.5 Problems/Concerns means such issues and instances that negatively impact the employee in his work environment (e.g. harassment, intimidation, inconsistent application of policy).

2. **Responsibilities**

2.1 Town Manager

2.1.1 To meet with the employee and the Director to determine a satisfactory resolution of the grievance.

2.1.2 To ensure that this policy is consistently and effectively applied to all grievances.

2.2 Director

2.2.1 To meet with the employee if some policy direction is required or to provide advice.

2.2.2 To listen to the concerns identified by the employee and to determine if any action can be undertaken that will resolve these concerns.

2.3 Employee

2.3.1 To make known his problem or concern in order that it may be dealt with in accordance with this Policy.

3. **Grievance Procedure**

3.1 Where an employee feels that he has not been treated fairly, for whatever reason, the Town of Strathmore has a responsibility to provide a fair and equitable process whereby the employee may express his concern. It is their right and privilege as an employee of the Town to discuss his concerns in an environment conducive to problem solving.

3.2 The employee affected shall, as soon as possible, but within ten (10) working days of the time the employee became aware of the matter, inform his immediate supervisor of the problem. An employee shall not consider that he has a grievance until he has given his immediate supervisor an opportunity to adjust the problem.

4. **Grievance Stages**

4.1 An earnest effort shall be made to settle any grievances fairly and promptly without stoppage of work or refusal to perform work, in the following manner:

4.2 Stage One:

4.2.1 After the Complaint Stage has been completed, the employee, if not satisfied, may submit his grievance in writing to his Director. The written grievance must be presented to the Director within four (4) working days of the completion of the Complaint Stage.

4.2.2 A grievance, in order to be processed, must state in writing, the sections of the Policies or Procedures which have been allegedly violated, if relevant, all necessary details of the alleged grievance, and any relief sought by the employee. The grievance must bear the signature of the employee.

4.2.3 The Director, shall within four (4) working days from the date he receives the written grievance, hold a meeting with the employee, alone, or accompanied by another employee. The Director, shall endeavor to immediately settle the grievance so presented and shall give his decision in writing with four (4) working days after such meeting.

4.3 Stage Two

4.3.1 Failing resolution of the grievance at Stage One, the grieved employee, within four (4) working days of the answer of the Director, or a failure by the Director to respond within the stipulated time, may submit the grievance in writing, as detailed in Stage One, to the Town Manager.

4.3.2 The Town Manager, shall within four (4) working days of submission of the grievance to him, hold a meeting with the employee, alone or accompanied by another employee. The Town Manager, shall within four (4) working days after such meeting state in writing of his decision on the matter.

4.3.3 The Town Manager, shall review the grievance with the Director and the supervisor, prior to providing the decision.

4.3.4 The decision of the Town Manager, shall be final and binding on the employee.

5. **General**

5.1 Meeting times will be arranged so as not to inconvenience the employee, but to provide timely, acceptable response to the problem. Times will be predetermined and agreed upon to ensure prompt service to all employees. The Director or the Town Manager may have another member of management staff attend at any meeting with an employee.

5.2 Problems/concerns will be resolved and documentation will be maintained for each step of the process in a numerically sequenced grievance file. No personnel file shall include records of grievances by any employee.

5.3 Where an employee accompanies another employee who is presenting a grievance, this shall be viewed as a positive action, supporting the needs of the individual, the process and the organization.

5.4 Time periods stipulated by this Policy may be extended by agreement in writing of both parties.

5.5 At a meeting, a Supervisor, Director or the Town Manager may be represented by a designate.

6. **Duties of the Mayor**

6.1 Where a grievance is submitted by an employee who is directly supervised by the Town Manager, the Town Manager shall assume the duties of the Supervisor at the Complaint Stage, and the duties of the Director in Stage One.

6.2 Where a grievance under Section 6.1 cannot be resolved in Stage One, the then the Mayor shall undertake the following;

6.2.1 Failing resolution of the grievance at Stage One, the grieved employee, within four (4) working days of the answer of the Town Manager, or a failure by the Town Manager to respond within the stipulated time, may submit the grievance in writing, as detailed in Stage One, to the Mayor.

6.2.2 The Mayor, shall within ten (10) working days of the submission of the grievance to him, hold a meeting with the employee, alone or accompanied by another employee. The Mayor, shall within ten (10) working days after such meeting state in writing his decision on the matter.

6.2.3. The Mayor, shall review the grievance with the Administrative Committee, prior to providing a decision.

6.2.4 The decision of the Mayor, shall be final and binding on the employee.

7. **End of Policy**