

# Hospital Grievance Flow Chart

## COMPLAINT

A complaint involves a difference arising between the employer and (an) employee(s) relating to interpretation, application, administration or alleged violation of the collective agreement, or relevant legislation.

## GRIEVANCE

A grievance is a violation of the collective agreement, a past practice, policy, relevant, act or legislation.

\*PLEASE NOTE: TIMELINES VARY BASED ON YOUR COLLECTIVE AGREEMENT. BE MINDFUL OF THE DISTINCTION BETWEEN BUSINESS/WORKING DAYS AND CALENDAR DAYS

### COMPLAINT/EARLY RESOLUTION STAGE

1. Grievor speaks with direct supervisor or manager and may have steward assist if desired.
2. Supervisor or manager responds in accordance to timelines within the collective agreement.

### IF THE COMPLAINT HAS NOT BEEN RESOLVED:

Complete the Grievance Investigation Form (GIF) with the grievor.

\*Notes: Termination is automatically filed at Step 2  
\*\* Timelines will vary for group and policy grievances

### FILE THE GRIEVANCE

1. Complete grievance form with the grievor.
2. Call the Member Resource Centre (MRC) to obtain your grievance number.
3. Provide the employer with the white copy, the grievor with the yellow copy, and keep the pink copy for the union's records. The grievance form and all other collateral must be sent to the MRC.
4. Ensure the employer schedules a meeting in accordance with the timelines.



### MEETING

YOUR EMPLOYER HAS TO RESPOND WITHIN THE GIVEN TIMELINES AFTER THE MEETING

### EMPLOYER MAY:

1. Offer to settle;
2. Deny the grievance;
3. Not provide a response. At which point, the union representative and the employer will schedule a Step 2 meeting and notify the grievor and filing steward.

1. The proposed settlement is accepted
2. Settlement is signed by all parties involved, if reasonable
3. Steward submits a copy to the MRC
4. Grievance is resolved and file is closed



### STEP 2 MEETING

YOUR EMPLOYER HAS TO RESPOND WITHIN THE GIVEN TIMELINES AFTER THE MEETING

### EMPLOYER MAY:

1. Offer to settle;
2. Deny the grievance;
3. Not provide a response. At which point, the union representative will provide written notice to refer the grievance to arbitration.

1. The proposed settlement is accepted
2. Settlement is signed by all parties involved (including the union representative), if reasonable
3. Steward and/or union representative submits a copy to the MRC
4. Grievance is resolved and file is closed

1. Union representative serves written notice to the employer referring the grievance to arbitration.
2. Union representative submits the grievance to the arbitration panel. It is crucial that the union representative has all supporting documents from the case, in order for the arbitration panel to make an informed decision.

Arbitration panel does not approve the grievance to proceed to arbitration

Arbitration panel approves the grievance to proceed to mediation, without legal

Arbitration panel approves the grievance to proceed to arbitration, with legal