



# Grievance Handling Training

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# Agenda

- CHAIN OF COMMUNICATION
- REPRESENTING MEMBERS
- STEWARD FACT SHEET
- GRIEVANCE FORM
- GRIEVANCE WORDING
- GRIEVANCE ARTICLE AND STEPS
- HOW TO PRESENT YOUR CASE
- WHAT'S NEXT
- TRANSMITTAL
- UNE CHECKLIST
- AVAILABLE TOOLS
- Q&A



# UNE Chain of Communications

# Representing members

Where do I  
start?

How do I stay  
organized?

Collective  
Agreement

What other  
mechanisms  
exists?

# Steward Fact Sheet

- ▶ Define the problem
- ▶ Provide support
- ▶ Examine alternatives
- ▶ Respect confidentiality
- ▶ Get documentation
- ▶ Investigate

# Grievance Form

# Grievance wording

- ▶ Clear and concise
- ▶ Simple and straightforward wording
- ▶ No arguments
- ▶ Reference to a collective agreement should be general.

# Grievance wording

- ▶ Corrective Action statements should follow the same guidelines as grievance statements.
- ▶ They should state clearly and concisely what the grievor wants and they should be general enough that other potential remedies are not excluded.
- ▶ It should include everything that would place them in the same position as if the aggrieved situation had not occurred. “To be made whole”.



# Grievance article and steps

- REVIEW THE TIMELINES
- REVIEW THE STEPS
- EXTENSION OF TIME LIMITS
- WITHDRAWING A GRIEVANCE
- ARBITRATION

# How to present your case

## Guiding principles:

- ▶ Credibility is your currency. Do not lie on behalf of a member.
- ▶ Be prepared. Know the facts well.
- ▶ Have a written brief or speaking notes
- ▶ Prepare the grievor.
- ▶ Strategize to create best argument.
- ▶ Try to anticipate management's arguments.
- ▶ Know management's policies.
- ▶ Provide the best evidence i.e. Documents.
- ▶ Do not offer your opinion; just the facts.

# Grievance Presentation

Your presentation or brief should include the following:

- ▶ Grievance wording and corrective measures being sought
- ▶ A chronology of the events that gave rise to the grievance
- ▶ Evidence to support the grievance
- ▶ The article (s) of the collective agreement breached
- ▶ Jurisprudence/Decisions if needed
- ▶ A summary of the Union's position (your arguments)
- ▶ Conclusion
- ▶ Annex of all the evidence

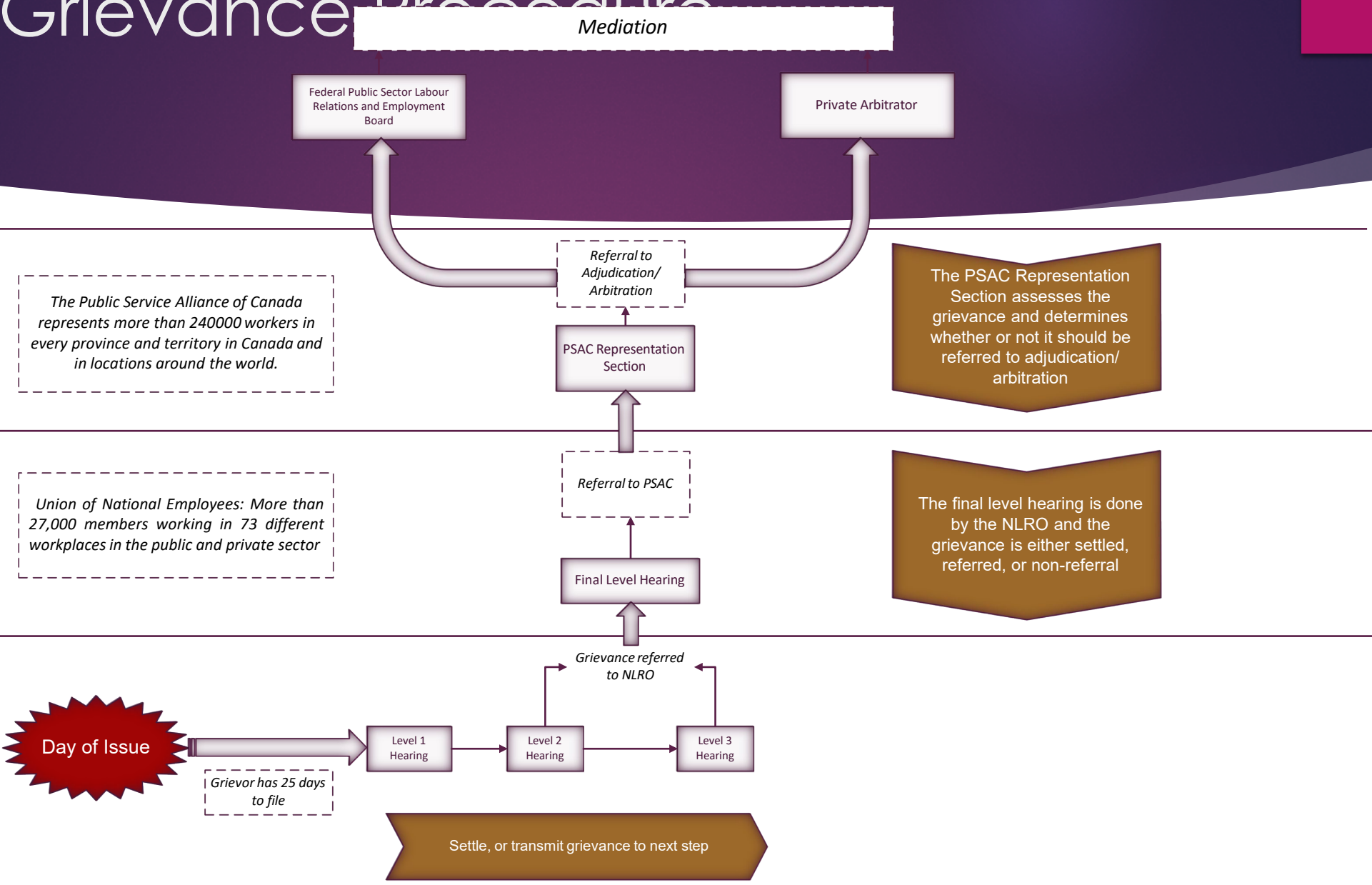
# Grievance Procedure

ADJUDICATION/  
ARBITRATION

PSAC  
REPRESENTATION  
SECTOR

COMPONENT LEVEL

LOCAL UNION  
LEVEL





Transmittal

What's  
next?

If grievance is denied – transmit  
to the next level within the  
timelines

Grievances at the final level

After the final level



# UNE Checklist

# Available Tools/Reference Documents

- ▶ PSAC Shop Steward Tool Kit
- ▶ PSAC A Steward's Guide to Grievance Handling
- ▶ UNE Representation Guide
- ▶ PSAC Steward Fact Sheet
- ▶ Forms, frequently filed grievances, etc.



*These documents are easily accessible on the front page of the UNE website through this quick link.*





Questions?