

<i>TRACKING NUMBER (REQUIRED)</i>	<i>ADMINISTRATIVE USE ONLY</i>	<i>PSC USE ONLY</i>
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**POLICY**                       **GROUP**                       **INDIVIDUAL- 3<sup>rd</sup> LEVEL**   
 (FILE TO PUBLIC SERVICE COMMISSIONER)      (FILE TO FIRST LEVEL MANAGEMENT)      (FILE TO DEPUTY MINISTER)

<i>EMPLOYEE NAME</i>	<i>ADDRESS</i>	<i>HOME PHONE</i>	<i>EMAIL</i>
<i>DEPARTMENT</i>	<i>BRANCH</i>	<i>WORK LOCATION</i>	<i>WORK PHONE</i>
<i>SHOP STEWARD/REPRESENTATIVE</i>	<i>LOCAL</i>	<i>WORK PHONE</i>	<i>EMAIL ADDRESS</i>

*SUMMARY OF ISSUE*

*REDRESS REQUESTED*

<i>SIGNATURE OF EMPLOYEE:</i>	<i>SIGNATURE OF SHOP STEWARD/REPRESENTATIVE:</i>	<i>DATE SUBMITTED</i>
<i>DATE RECEIVED:</i>		<i>INITIAL OF RECEIVING PARTY:</i>

**DECISION:**

<i>DECISION MADE BY (NAME)</i>	<i>DECISION MADE BY(SIGNATURE)</i>	<input type="checkbox"/> <i>UPHELD</i> <input type="checkbox"/> <i>DENIED</i> <b>- DECISION ATTACHED -</b>	<i>DATE:</i>
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DISTRIBUTION AT STEP IN THE PROCESS:

GRIEVOR (THIS IS THE EMPLOYEE'S OFFICIAL NOTICE THAT THE GRIEVANCE HAS BEEN RECEIVED)  
 UNION OFFICE (FAX 667-6521)       PSC – STAFF RELATIONS (FAX 393-6919)

**YEU USE ONLY:**

**UNRESOLVED – REFERRED TO ADJUDICATION**  
**SERVICE OFFICER (PRINT NAME):**

**DATE REFERRED:** \_\_\_\_\_  
**SERVICE OFFICER (SIGNATURE):**

\_\_\_\_\_

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## Workplace Issue Resolution

**Introduction** - The Collective Agreement between the Yukon Government and its employees changed both the way workplace issues are handled, and the meaning and purpose of a "grievance". The following points summarize the changes:

1. A grievance is just a way to solve a problem; it's not a way to win, punish or prove a point.
2. The solution only affects the specific situation. No precedent is set for other issues.
3. All the facts of the case must be shared between all the people involved.
4. The time frames at each step are important, and can only be changed or extended if both the Union member and the employer agree, or when something unavoidable made it impossible for one or both to meet the time limit.
5. The employer cannot prevent an employee from raising an issue by submitting on *Issue Information-Grievance Form (IIF)*.
6. If the employee is not satisfied after all steps are complete, the matter may be referred to adjudication with the approval of the Union.
7. The Union and the employer both have Administrators who "track" the process and keep records.

Contacts: **Union 667-2331; PSC 667-5253**

### Types of grievances:

The collective agreement allows for three kinds of grievances. They are Individual grievances; Group Grievances and Policy Grievances.

1. A union-employee of the Yukon Government has the right to submit an "**Individual grievance**" – one that is about that employee's own situation. These grievances are filed to the employee's supervisor.
2. A "**group grievance**" can be filed when more than one employee has been affected in the same way by a decision of management. All employees in a group grievance must want a similar solution, or "redress". In this case, the names of the employees who are part of the grievance are attached. One example might be the cancellation of vacation leave for everyone in the group. Group Grievances are filed directly to Level 2 (first level of management).
3. A "**policy grievance**" involves how the collective agreement is interpreted, and matters that affect the union as a whole. These grievances are only filed by the Union (not an individual member), and are filed directly to the Public Service Commissioner.

### Filing an Individual Grievance

- An employee should approach their Shop Steward for advice about how to use the grievance process.
- The Shop Steward provides *IIF* and a tracking number (required contact YEU office for number assignment).
- The *IIF* is a convenient way to record the issue in a simple and self-explanatory manner.
- Grievances presented by letter *are* valid, but use of the form is strongly advised.

#### Level 1 - (Employee and Supervisor)

- First level meetings are informal. The idea is to cooperate and solve the problem.
- The employee and supervisor meet within 20 working days after the *IIF* was filed.
- Employees should ask a Shop Steward to attend. If a Shop Steward is not available, the employee should call the Union office to arrange for another representative.
- Employees should explain the issues and offer suggestions. Written records are not kept, although notes are useful.
- More than one meeting can be held if both the employee and supervisor agree.
- The first level meeting must be held within 20 working days after the employer received the *IIF*.
- If unresolved, the issue must be referred to the second level within 5 working days.

#### Level 2 - (Employee and Manager)

- The employee and manager (supervisor's superior) hold a problem-solving meeting within 10 working days after the issue has been referred from Level One.
- Employees should ask a Shop Steward to attend. If a Shop Steward is not available, the employee should call the Union office to arrange for another representative.
- Level 2 meetings are informal. The idea is to cooperate and solve the problem.
- Written records are not kept, although the employee and Shop Steward should record the facts presented and the terms of any agreement reached.
- If no agreement is achieved, both parties should record the facts presented so that they will be available at the third level.
- If the matter is not successfully resolved, it must be referred to Level Three within 5 working days.

#### Level 3 - (Employee and Deputy Minister)

- If a third meeting is needed, it is held between the employee and the Deputy Minister.
- The employee can and should ask a Service Officer or other designated union representative to attend. Employees should call the Yukon Employees' Union office for advice on representation.
- A Level Three meeting must be held no more than 10 days after the issue was referred from Level Two. Meetings at this level are formal, and a written record is maintained.
- The Deputy Minister makes a final decision at this level. This decision will be provided in writing, with the reasons outlined within 10 days.
- If the employee is not satisfied with the Deputy Minister's decision, the union can be requested by the employee to refer the matter to adjudication.

### Time Frames

#### First Level

- After a supervisor receives an *Issue Information-Grievance Form (IIF)*, a meeting must be held within **20 days**. If a resolution is not found, the matter must be forwarded to the second level within **5 days**

#### Second Level

- After Manager receives an *IIF*, a meeting must be held within **10 days**. If a resolution not found, the matter must be forwarded to third level within **5 days**

#### Third Level

- After Deputy Minister receives an *IIF*, a meeting must be held within **10 days**. Written reasoned-decision by Deputy Minister must be presented within **10 days**

**Adjudication: Contact YEU ASAP - strict time frames apply**