

GRIEVANCE PROCEDURES FOR SUPPORT STAFF

Background

The Division believes that support staff have the right to natural justice and have the right to access an orderly process to resolve complaints and/or to appeal administrative decisions.

Procedures

1. It is expected that efforts will be made informally to solve a problem or concern before a formal appeal is filed.
2. Support staff may grieve any administrative decision that directly affects his/her employment.
3. A support staff grievance will be made in the following order:
 - 3.1 To the individual who is responsible for the original decision;
 - 3.2 To the immediate supervisor of the individual who is responsible for the original decision;
 - 3.3 To the Superintendent or designate. This is the final level of appeal.
4. A support staff appeal shall:
 - 4.1. be submitted in writing;
 - 4.2. state the nature of the concern;
 - 4.3. provide pertinent background information;
 - 4.4. outline the steps that have been taken to attempt to resolve the concern; and
 - 4.5. be copied and provided to any other parties directly involved in the issue.
5. The supervisor, within fourteen (14) calendar days of receipt of the appeal, shall:
 - 5.1 review all relevant information pertaining to the matter;
 - 5.2 make a decision; and
 - 5.3 communicate that decision in writing to all parties concerned.

Amended: October 2017