Canadian Office

&

Professional Employees’ Union

COPE Local 343



Rights, Roles and Responsiblities of Union Officials

Educational Workshop

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**RIGHTS, ROLES AND RESPONSIBILITIES**

### Why Unions

Ontario labour laws state that workers have the right to join a union and that the right to join a Union gives workers the right to bargain as a group with their employer for wages, benefits, and conditions of work.

Unions are the agents of working people who negotiate with employers about wages and conditions of work instead of workers talking to employers on an individual basis. Because they speak for everyone in the Union, Unions can get a better deal for each worker than one worker could get negotiating with the employer. Individuals alone hold little power. This is because an employer will play individual workers and groups of workers against each other. Unions give their members strength, collective bargaining power, support, advice, training and advocacy, and a voice in the workplace. Being unionized also means equal treatment and rights for all members not just those who could negotiate a better deal for themselves.

The purpose of any Union is to advance the interests of its members. Unions do this by negotiating collective agreements and by lobbying to improve laws that affect the membership. Unions also represent their members by ensuring that employers do not violate their collective agreements or laws such as the (*Occupational Health and Safety Act, Human Rights Code, Pay Equity Act,* etc.) that affect the members.

Unions force employers to do things that they might not otherwise do. Union members must work together to ensure employers pay more than the bare minimum, to provide safe working conditions, provide job security and provide a decent standard of living.

The difference between members of an effective Union and unorganized workers is the difference between bargaining and begging. The difference between bargaining and begging is the power to affect change. Unionized workers who act together and support one another have more power than individual workers who cannot even complain about working conditions, harassment by supervisors, racism or being passed over for promotion without reprisal. Although there is protection for harassment and racism under current provincial legislation it is much more difficult for an employee to process a complaint than a unionized worker.

### COLLECTIVE AGREEMENT CLAUSE

**Typical Management Rights Clause**

The Union recognizes that it is the sole and exclusive function of the employer to direct the working force of the employer in all respects, including the right to hire, fire, the right to determine the existence of vacant positions and the classification of vacant positions which are to be filled; to transfer staff; and to re-allocate work assignments. The employer shall exercise its rights in a manner consistent with the collective agreement.

### COLLECTIVE AGREEMENT CLAUSE

**Typical Recognition Clause**

The employer recognizes the Union as the sole and exclusive bargaining agent. (Typically this includes a description of the bargaining unit and its geographic location.)

The Employer has the right to manage its workplace; if there is language in the Collective Agreement, the Union (not the individual) can challenge the Employer through the grievance procedure if the Employer violates any section of the Collective Agreement or applicable legislation.

Following is a list of some of the issues management should talk to the union about even though they may not be covered under the Collective Agreement.

* absence Rules
* technological Change
* dress Codes
* drug and alcohol testing
* elimination of positions
* employee privileges (i.e., internet use, receipt of telephone calls, smoke breaks)
* new positions
* performance evaluations systems
* parking rules
* paycheque procedures
* safety issues
* tardiness rules
* classification changes
* Vacation Policies

### Collective Agreements

The terms and conditions of employment will vary from workplace to workplace. Typically, the following types of provisions are contained in collective agreements:

* purpose
* recognition and scope (description of the bargaining unit)
* management rights (may or may not be included but still exists

(residual rights theory)

* union security
* union representation
* wages
* benefits
* vacation
* health and safety
* hours of work, overtime
* discipline/discharge
* layoff and recall
* contracting out/bargaining unit work
* grievance procedure
* arbitration
* strike lockout
* term of agreement (duration)

One of the fundamental protections usually contained in a collective agreement is an employee’s seniority right. Seniority provisions are negotiated into collective agreements for the benefit of the senior (i.e. in terms of length of service) employees. The provisions seek to protect and give preference in jobs, promotions, layoffs and recalls, and other opportunities to employees with greater seniority. For example, in a layoff situation, the employee with the most seniority will generally be the one who is last laid off (the “first in, last out” seniority rule). Seniority confers value on an employee who expends his or her energies and efforts on behalf of his employer over a period of time.

Most Collective Agreements do not rely on seniority alone to determine the rights to a job. Other considerations include the ability to perform the work.

**Dealing with the  
MEMBERS**

* complaints
* grievances
* communicate with/motivate members
* participation assured for minorities
* build unity

**Dealing with**

**MANAGEMENT**

* protect the union's interests
* question effectively
* deal with different management styles
* respond to “divide and rule” tactics

**Dealing with  
LABOUR MOVEMENT  
& SOCIAL ALLIES**

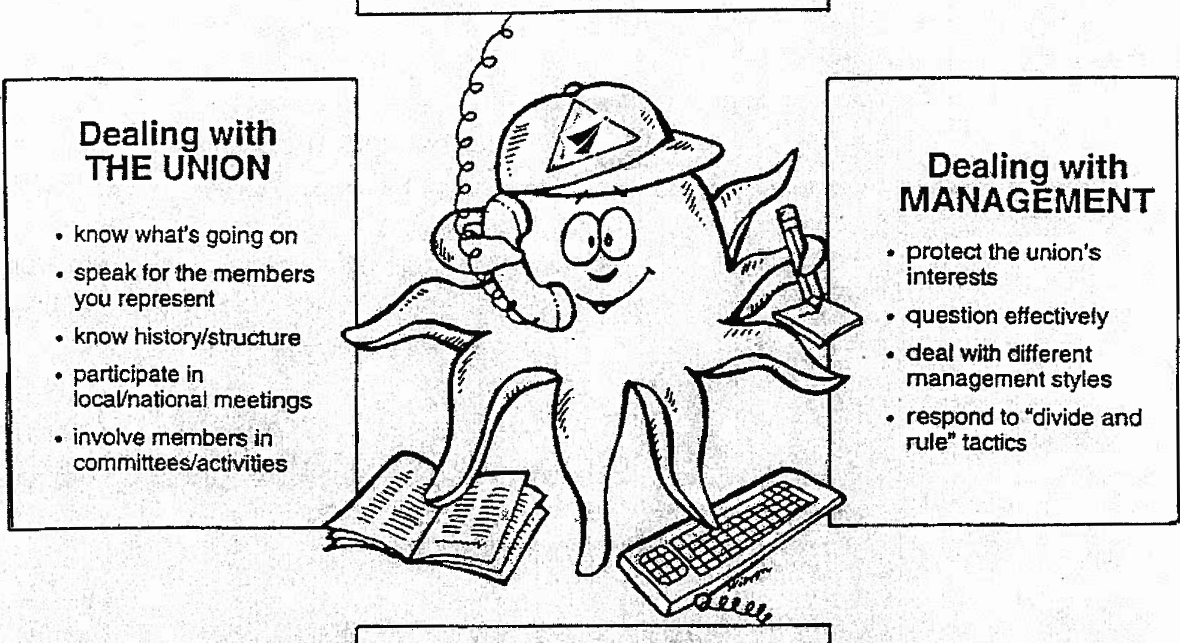
* know and be able to use resources
* value coalition building
* monitor legislation affecting workers
* think strategically
* know what's going on
* speak for the members you represent
* know history/structure
* participate in local/national

meetings

* involve members in committees/actives

**Dealing with**

**THE UNION**



**JOBS OF THE STEWARD**

### The Role of the Steward

The Stewards’ most important role is to make sure that the rights of the members as set out in the collective agreement are respected. This can be done as follows**:**

* Monitoring to make sure the employer is following the rules of the collective agreement,
* Listening to members’ concerns and complaints and helping them understand the difference between a complaint with merit and complaints without merit,
* Supporting members when their rights have been violated,
* Accompanying members when they have to meet with the employer,
* Preparing grievances,
* Carrying the members’ message back to the Union. If a problem centers on a union policy, let the Union Executive know.

When a grievance is being filed, the steward must do the following using the Steward Fact Sheet attached.

1. Collect all the relevant information from the member,

2. Collect all the documentation from witnesses and the employer, and

3. Forward a copy of all the information to the staff representative.

***A steward has many roles:***

**Be an Organizer:**

Organizing the unorganized is the responsibility of all unionists, whether they are a national officer, local union officer, or a steward. If any leads for organizing come to your attention, forward the information to the Union.

Whenever a new employee is hired in the workplace, it is the steward’s role to meet with the new employee to introduce yourselves and welcome them. You should have them sign a union card and forward to the Local. The probationary period should be explained. A copy of the Collective Agreement should be provided and it would be beneficial to arrange a follow-up meeting after the new member has completed the probationary period to answer any questions they might have.

At the next meeting with a new member you should tell them what COPE has done, who COPE is and what membership benefits they have under the collective agreement.

**The Steward should also:**

* encourage everyone in the workplace to become involved in COPE,
* get to know your membership and encourage them to attend union meetings and activities,
* hold formal bargaining unit meetings to discuss problems with union members as often as possible,
* set an example and earn the respect your job as a COPE steward deserves.
* the steward should keep their finger on the pulse of the bargaining unit.

**Be a Communicator:**

The role of communicator runs throughout every other role of the union steward. As a democratic organization, a breakdown in communication can seriously damage COPE and your bargaining unit.

The best way you can get the members in your department or area to work together is to build a unit or team and build trust. The only way you can build this unit or teamis by keeping the members informed and letting them know what is going on.

The most effective way to communicate with a COPE member is face to face or one on one if this is possible, but the most effective way to communicate on common issues is through regularly held formal bargaining unit meetings.

* The steward is the link between members in the workplace and the local executive and your staff representative
* Keep the members informed about what happens at union meetings, about planned activities and the plans of your employer and inform them about the importance of attending Union meetings,
* Keep bulletin boards and web sites up to date, but do not use them as a substitute for talking to members,
* Know how to explain COPE’s structure at a local, regional and national level,
* Be knowledgeable and always promote COPE, its benefits and achievements
* Invite your Staff Representative, President of the local union or the Director of Cope Ontario to a bargaining unit meeting.

**Be an Educator**:

The Union steward has the responsibility of educating members in their workplace.

A Union steward has the opportunity to build support for COPE as they can talk to the members every day, at lunch, during a coffee break, or often on the job. COPE counts on the Steward to carry the word about COPE’s activities to the members and to encourage them to take part. This means as a COPE steward you have to be informed.

* Explain what COPE is doing and why,
* Give information, distribute COPE publications, and
* Encourage members to attend Cope educationals
* Attend COPE educational workshops and encourage other members to attend,
* Educating the members in your bargaining unit about their rights and obligations under the collective agreement, and
* Learn from your membership. Education is a two-way process. Unless you learn from your members, from their knowledge, experience and moral strengths, you cannot be a good educator yourself.

**Be a Leader**:

The union steward must take the leadership role in their department. They must set an example for other workers to follow.

The members expect you to have more information about COPE than they have, and they respect your judgement. They will listen to your opinions on Union affairs and local problems. They may not always agree, but much of what you say will sink in-simply because they look upon you as a leader.

* Keep in close contact with your membership and let them know you are available to help them,
* Encourage the members to come to you with their problems,
* Be familiar with COPE’s policies and objectives,
* Work cooperatively with local union officers and members and committees to promote COPE’s programs. Remember, “teamwork” in the leadership means “solidarity” in the ranks,
* Work with your coworkers in your department or office; speak up for them, act promptly and decisively and serve all members fairly and keep your word,
* Understand the influence you have on the members,
* If you are positive about what COPE is trying to do, your members will follow your lead. They will also follow your lead if you are negative.
* Remember to never take stories or negative feedback or opinions of the members to the Employer or other members
* Even if a Steward does not agree with a grievance, they must argue for the grievance and be supportive. They must never take a position against a member with management,
* All internal issues should be discussed and resolved at bargaining unit meetings or with the Staff Representative.

**Be a Sounding Board:**

One of the most important responsibilities of being a COPE steward is “having your ear” close to the membership. Listening to the membership’s concerns will help strengthen the Union and at the same time lets the members know what the Union does. If you are an effective COPE steward and your advice is valued by the members, they will come to you about many problems they face at work. Often, these problems represent things that COPE might resolve in bargaining.

* Encourage workers to come to you with their problems or comments,
* Listen to your members,
* Follow-up on their problems and keep them informed on the follow up
* Squelch all rumours – follow-up to get the facts,
* **DO NOT GOSSIP – REMEMBER RESPECT IS EARNED.**

**Be Politically Aware:**

Unions are involved in politics for three (3) reasons:

1. To protect themselves in the gains they have won through collective bargaining.

2. To promote justice and equal economic opportunity for all Canadians, and

3. To select politicians who believe in both.

There are many issues which Unions cannot negotiate with management, such as rising prices, rent and taxes. If there are no doctors, hospitals, playgrounds or schools where they are needed, we cannot get management to improve those social conditions. These improvements are the responsibility of municipalities, provincial legislatures and the Parliament of Canada.

**It is imperative to elect politicians who believe in the same things as trade unions believe in, and that is the link between Unions and politics.**

* Know the provincial and federal statutes that affect you, your members and the Union. Remember, anti-union worker labour legislation can restrict our organizing activities, our bargaining rights and the protection we give our members,
* Know how to work to improve labour and social legislation. Support candidates who support labour programs,
* Take part in local community political activity and encourage members to do the same,
* Get involved in your local labour council.

### Discussion on By-laws

The By-Laws are a process by which a bargaining unit governs their own internal unit structure.

For example:

* How elections are conducted
* How Committees are established including bargaining committees.

The unit By-Laws cannot contradict the Local or National Constitution and the National Constitution is paramount.

### Confidentiality and Privacy Obligations

**Only as much information as necessary**

Union members acting as stewards and local officers routinely acquire sensitive and confidential information about individual members of the bargaining unit. The Union and those acting on its behalf have important obligations to handle such information with care. Some of those obligations are moral and ethical, some are legal.

The best practice in handling such information is to disclose on an as-needed basis. In other words, only disclose the information to those who absolutely need to know.

In no circumstances should a steward or local officer engage in casual chit-chat about a member’s grievance or other workplace-related issue. Such talk can lead to embarrassment for the member concerned and, more seriously, finds its way to the employer and potentially add to the difficulty of the member concerned. Gossiping and water cooler conversations can create a perception of bias on the part of union officials against individual union members. Such loose talk can be held against the union if a member goes before the Labour Relations Board to complain that they have not been treated fairly.

**Medical accommodation**

Stewards and local officers must be particularly careful in the handling of medical or medically related information pertaining to members.

For example, some members may have arranged a medical or other accommodation. In most cases, it is not necessary for the general membership to be informed of the accommodation. If it is necessary to release information, it should be the minimum necessary and disclosed to the minimum number of people.

The Canadian Human Rights Commission offers this advice to unions and employers dealing with accommodation issues:

Employers and unions must respect an employee’s right to confidentiality.

Employers or unions can only provide other employees with the information they need to work safely and efficiently as the employee is accommodated. Employees may need details about the accommodation if their duties, role or responsibility change as a result of the accommodation. Often, though, other employees will have no information other than what is involved in setting up the accommodation.

During the accommodation planning process, employers and employees should discuss how much information they will disclose to other employees and customers. Doing so will help the parties to determine the minimum necessary disclosure.

**Other health information**

Ontario has a provincial law restricting the disclosure of health information. The Personal Health Information Protection Act sets out principles that unions and employers should follow in collecting, using and disclosing personal health information. The principles include minimum collection and disclosure only for the specific purposes involved.

Also, the union should obtain the signed consent of a member before contacting a physician to obtain the member’s medical file (for purposes of an arbitration hearing, for example). The consent should also contain the member’s permission for the union to release the information to the employer, even though the employer may be able to obtain an order from an arbitrator for disclosure of relevant medical information, with or without the individual member’s consent.

Health information should be stored carefully in the union office, in a locked compartment and not accessible except by authorized people. Documents should be taken out for use and then returned to the compartment. They should not be left unattended in an open area.

**Conclusion**

In representing our members, unions and union officials acquire intimate information about our members. Once disclosed, the information cannot be taken back. Careless handling of sensitive information can add to the difficulties of a member by exposing him or her to the comment and curiosity of uninvolved members.

Careful handling of our members’ personal information is a fundamental part of union representation of members.

### Union-Management Relationships

Respect is the key to a successful relationship between the employer and the union representing its employees.

The employer must respect the role of the union as the sole and exclusive bargaining agent of the employees. The union must respect the employer’s exclusive right to manage its operations and to direct its work forces. Both parties must recognize and acknowledge their respective rights and obligations under labour and other employment legislation and under the collective agreement, and the rights and obligations of the employees covered by the agreement.

Above all, the employer must respect the fact that the employees have a right to join and participate in a union, including the right to strike, without fear of intimidation, coercion, harassment, or undue influence by the employer. The union must also abide by its obligations to treat all employees fairly and in good faith, and to treat management with appropriate respect.

The employer and the union must agree to and then respect the overall purposes of a collective agreement:

* to establish mutually satisfactory relations between the employer and its employees;
* to establish and maintain satisfactory working conditions, hours of work, and wages for all employees who are subject to the provisions of the agreement
* to provide procedures for the prompt and equitable resolution of disputes.

One of the fundamental principles of labour law and labour legislation is to encourage both parties to a collective agreement to reconcile and resolve their differences and disputes. To foster good relationships, both parties should commit to resolving those differences and disputes in a proactive, collaborative way that embraces the principles of fairness, respect, and dignity. As much as possible, disputes should be resolved between a worker and his or her supervisor, at the first instance. An environment of respectful front-line resolution should prevail. Third party intervention should only be used as a last resort when the parties are at an impasse and cannot see their way to a voluntary resolution.

The employer must provide fair and competitive wages, benefits, and working conditions when compared to similar workplaces. It must share information and plans they may have that may impact the union to permit the union to represent its members fairly and diligently. The Employer must also share information related to collective bargaining if requested by the union.

**STEWARDS DOs and DON’Ts**

|  |
| --- |
| **DO’s**   * Respect the rights of the members * Figure out where to turn for answers * Keep accurate notes and records * Think before you act * Respect confidentiality of information * Learn how to listen * Pick your fights * Follow up on issues |

|  |
| --- |
| **DONT’s**   * Don’t be a union bore * Don’t make promises you can’t keep * Don’t be a trouble maker * Don’t delay – watch your time limits * Don’t gossip * Don’t try to do it all yourself * Don’t assume management know more than you do |

**Increasing the Rights of Workers on the Job**

**SO WHERE DO MY UNION DUES GO?**

This is a question you may get asked as a Steward. Here are a few points you might make – be sure to add others…..

**What the union does for its members!**

* Bargains collectively: working conditions, wages, benefits
* Provides member education on issues such as tech change, workers’ compensation, harassment in the workplace, health and safety
* Participates in joint training programs with employers
* Safeguards the rights of members with employers in the workplace
* Provides strike support, including a defence fund, for members
* Provides scholarships and bursaries for members and families
* Participates in employee assistance programs, union counselling, etc.
* Provides members opportunities for involvement in labour council, federations of labour, social action committees, political movements, at a local, regional and national level

Also consult the COPE Local 343 Constitution and your Collective Agreement.

### WORKSHEET #1

**Reducing Distance Between the Employer and the Bargaining Unit**

**Tips**

* How a Steward faces Management through goals set by the bargaining unit
* Understanding the relationship between the steward, the worker and management
* Trust Issues – Deeds speak
* Cooperation of the bargaining unit

Scenario #1

The Employer is planning a merger with another organization. The Employer reaches out to the Steward and wants to elicit cooperation from the bargaining unit in welcoming **new employees to the workplace.**

Historically there has not been a very good relationship with this Employer. The bargaining unit and the Steward have had to fight for everything and the Employer readily metes out discipline if employees’ work performance lags or if they are excessively late or absent. The bargaining unit is comprised of 25 people.

What are the steps a Steward should take after meeting with the Employer and being told that a merger will be taking place in the workplace?

### WORKSHEET #2

**The Duty to Accommodate Persons with a Disability**

**Tips**

* Obligations and Responsibilities of the Employer
* Obligations and Responsibilities of the Employees
* Obligations and Responsibilities of the Union
* Collective Agreement Language and the Ontario Human Rights Code
* The importance of solidarity

Scenario # 2

A member in the workplace suffers from asthma and is violently ill when persons wear scent or enter the workplace wearing scent. This member also suffers asthma attacks from the toxicity and smells that permeate most workplaces. The Employer has built a glass bubble around her work station that is ventilated to the outside but this has not helped most of the time, causing this member to miss quite a bit of work.

The Union has asked for an office that has become available when one of the managers retired that was at the back of the workplace and has a window which opens up to a conservation area. The Employer is reluctant to accommodate this request as these offices are reserved for management and the employees are outraged that the disabled employee will receive an office with a window and management does not want to deal with the backlash from other employees by agreeing to such a move.

What is the role of the Steward in this worksheet?

### WORKSHEET #3

**Bullying and Harassment Between Colleagues**

**Tips**

* Conflict Resolution – Solve problems, avoid blame
* Actions of the Steward
* Support and Training from the Union
* Employer Obligations

Scenario # 3

Two people in the bargaining unit have a screaming match outside the Steward’s office. One of the members has supervisory duties that include supervising the work of the employee she is engaged in a screaming match with. Others in the office hear the yelling but do not hear the dialogue. The Employer confronts both employees and orders them to return to their offices. The Employer calls the Steward into his office and asks what the confrontation was about and what the Steward heard.

The Steward hears the whole confrontation and clearly both sides had plenty to say but the member with the supervisory authority said “oh you actually think you work”, which sent the other member into a screaming mode since she felt the supervisor was criticizing her work ethic.

The employee without the supervisory duties files a complaint against the Employer for not providing a harassment free environment.

What should the steward do?

**Canadian Office & Professional Employees Union**

Complaint/Grievance Fact Sheet

**Purpose:**

To provide Union representatives with guidance to obtain all relevant information.

Additional information should be obtained at each step of the grievance procedure when known.

**Important:**

Having all the facts is essential. It is vital that union representatives effectively discuss the complaint/grievance with Management.

When a grievance is not settled and proceeds to arbitration, the Union is required to **prove its case through evidence at a hearing.** This may require both oral evidence of those actually involved plus any documentary evidence. The best time to investigate and obtain the relevant facts is at the time of the complaint/grievance.

As the hearing may not be held for some months later, it is important to obtain and document all relevant data as soon as possible so it will not be forgotten. The **FACT SHEET** is intended to provide guidance as to how this should be done.

1. GRIEVOR – The grievor should be interviewed about all circumstances surrounding the complaint/grievance. The grievor should immediately write a complete account of the facts. This can be used by the grievor to refresh their memory if required. (If it is a disciplinary grievance, the grievor’s past record should be documented).

2. OTHER PEOPLE – All persons who may be involved in the event/occurrence should be identified on the **FACT SHEET**. They should be approached and their account of the story documented at the time. Again, it is preferable that a statement be obtained from them.

1. DOCUMENTS – **All relevant documents (e.g. pay slips, schedules, letters, memos, notes, evaluation) should be obtained. If the actual document is not available, its existence and possible content should be listed on the FACT SHEET**.

*(Note: Any documents submitted, should be identified).*

1. Union Steward/Grievance Committee – Should prepare a written account of the complainant/grievance including:
   1. their involvement in processing the complaint/grievance
   2. management’s position as they see it
   3. acceptable resolution of the complaint/grievance
   4. general comments.

Cautions: - The **FACT SHEET** is not a substitute for the grievance form.

- **The FACT SHEET and all attached documents are for the exclusive use of COPE representatives and must not be shown nor given to management under any circumstances.**

- **The FACT SHEET and all relevant documents, including a copy of the grievance should be sent to the COPE Staff Representative.**

**Complaint/Grievance Fact Sheet**

For the exclusive use of the Union

Local No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Employer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**GRIEVOR**

Last name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ First name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Postal Code: \_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(w) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(h)

Date of hire: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Classification: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**VERBAL COMPLAINT**

Date of event/occurrence: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Union representative contacted: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complained to immediate supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complained from immediate supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**WRITTEN GRIEVANCE**

STEP 1 Union deadline for submissions:\_\_\_\_\_\_\_\_\_\_\_\_ Submitted on: \_\_\_\_\_\_\_\_\_\_\_\_

Employer reply deadline: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Received: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

STEP 2 Union deadline for submissions:\_\_\_\_\_\_\_\_\_\_\_\_ Submitted on: \_\_\_\_\_\_\_\_\_\_\_\_

Employer reply deadline: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Received: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

STEP 3 Union deadline for submissions:\_\_\_\_\_\_\_\_\_\_\_\_ Submitted on: \_\_\_\_\_\_\_\_\_\_\_\_

Employer reply deadline: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Received: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complaint meeting: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Outcome resolved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Resolution: (briefly state or attach) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Grievance Meeting Step # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (notes attached)

Step # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (noted attached)

**Section of agreement perceived violated Redress requested**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Facts of the Event/Occurrence- to be completed by the Union Representative as obtained from:

1. Complainant/Grievor during the interview

2. Complainant/Grievor’s own statement in writing, dated and signed.

3. Statement from any others.

The minimum required is: what happened?

who is involved?

when did it happen?

where did it happen?

why is it a grievance?

what do you want?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Attach any relevant documents, ie notes from meetings, statement, pay slips, work schedules, etc.

**REMEMBER YOU CAN NEVER PROVIDE TOO MUCH INFORMATION!!**

***Copy to be retained for chief steward and staff representative***