

Head, Clara & Maria Policies and Procedures			
DEPARTMENT: Human Resources			POLICY #: HR-19
POLICY NAME: Employee Grievances			
DATE:	REV. DATE: April 2023	APPROVED BY: Council	PAGE #: 1 of 2

**POLICY STATEMENT:**

The Township acknowledges that at some point an employee may have dissatisfaction with or complaints against his supervisor and/or Council. In order to maintain an atmosphere of openness and fairness to the employee, the Township has adopted the following as procedures for the management of grievances. It serves to resolve problems as quickly as possible and to deal with conflict through procedural means.

**SCOPE:**

This policy applies to all employees of the Municipality.

**PROCEDURE:**

1. Each step of a grievance shall, except in exceptional circumstances, take place within ten (10) working days from the time the Employee first becomes aware of the matter that gave rise to such grievance.
2. An aggrieved Employee, or group of employees, must submit a grievance on the prescribed form setting out the complaint and the desired result to the Clerk. Such employee(s) may be assisted by a fellow employee, if desired.
3. The Clerk, in consultation with the affected Employee(s), will attempt to resolve the grievance within ten (10) ten working days of the grievance having been submitted and shall inform the Employee(s) of the outcome in writing.
4. If a grievance has not been resolved to the satisfaction of the aggrieved employee(s), the Clerk, shall refer the matter in writing within five (5) business days to Council. The Mayor shall arrange a meeting to consult and hold discussions with the affected parties in an attempt to achieve a resolution. The Employee may be assisted by a fellow employee, if desired, and the Clerk will also be required to attend.
5. The grievance shall not be escalated to Council without providing tangible reasons as to why it could not be resolved with the Clerk.
6. The Mayor shall endeavor to resolve the grievance within ten (10) working days of the grievance being received and shall inform the employee(s) of the outcome in writing.
7. During a meeting/hearing:
  - a) Privacy and confidentiality are paramount;
  - b) The employee is advised of his/her right to have a representative at the discussion if desired;
  - c) The employee is asked to explain the nature of the Grievance, and take

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- appropriate notes of the details;
- d) Questions are asked to obtain total clarity;
- e) The aggrieved Employee is allowed to lead any evidence and present witnesses if desired;
- f) Witness(es) may explain their story of events, take notes of details;
- g) Questions are asked to obtain total clarity;
- h) The aggrieved Employee's desired outcome to the Grievance is established;
- i) Adjourn to investigate fully, expectations are not be to raised;
- j) Reconvene and feedback your findings;
- k) Attempt to resolve the Grievance at the lowest possible level.

#### **ROLES AND RESPONSIBILITIES:**

The following roles and responsibilities apply to the person responsible for receiving grievances. This will typically be the Clerk; however, it may also include the Mayor if the grievance is escalated beyond the Clerk or if it is a grievance received by Council.

- a) The Clerk and/or Mayor ensures that the grievance is properly received and acknowledged;
- b) That the grievance is properly recorded;
- c) That the grievance is investigated and assessed on the merits;
- d) That at the meeting/hearing a genuine attempt is made to resolve the grievance;
- e) That at the meeting/hearing the policies and resolution of Council are respected and not contravened;
- f) That the outcome of the grievance is prepared in writing citing both the decision and reasons thereof;
- g) That the outcome is communicated to affected employee(s);
- h) That, where necessary, appropriate post hearing processes are implemented, e.g. counselling in cases of conduct grievance and / or disciplinary measures

All grievances will be considered and investigated. No complaints will be deemed unimportant.