

Policies and Procedures

Whistle Blower

Grievance Procedure

- Employees have an opportunity to present their work-related complaints and to appeal supervisory decisions through a dispute resolution or grievance procedure. Our Ministry will attempt to resolve promptly all grievances that are appropriate for handling under this policy.
- An appropriate grievance is defined as an employee's expressed feeling of dissatisfaction concerning any interpretation or application of a work-related policy by management, supervisors, or other employees.
- Employees must notify Our Ministry in a timely fashion of any grievance considered appropriate for handling under this policy. The grievance procedure is the exclusive remedy for employees with appropriate grievances. As used in this policy, the terms "timely fashion," "reasonable time," and "promptly" will mean five working days.
- Employees will not be penalized for proper use of the grievance procedure. However, it is not considered proper if an employee abuses the procedure by raising grievances in bad faith or solely for the purposes of delay or harassment, or by repeatedly raising grievances that a reasonable person would judge have no merit. Implementation of the grievance procedure by an employee does not limit the right of Our Ministry to proceed with any disciplinary action which is not in retaliation for the use of the grievance procedure.
- The grievance procedure has a maximum of three steps, but grievances may be resolved at any step in the process. Grievances are to be fully processed until the employee is satisfied, does not file a timely appeal, or exhausts the right of appeal. A decision becomes binding on all parties whenever an employee does not file a timely appeal or when a decision is made in the final step and the right of appeal no longer exists.

Employees who feel they have an appropriate grievance should proceed as follows:

Step 1: Promptly bring the grievance to the attention of the immediate supervisor. If the grievance involves the supervisor, then it is permissible to proceed directly to Step 2. The supervisor is to investigate the grievance, attempt to resolve it, and give a decision to the employee within a reasonable time. The supervisor should prepare a written and dated summary of the grievance and proposed resolution for file purposes.

Step 2: Appeal the decision to the Human Resource Officer, if dissatisfied with the supervisor's decision, or initiate the procedure with the Human Resource Officer if the grievance involves the employee's immediate supervisor. If the grievance involves the Human Resource Officer, then it is permissible to proceed directly to Step 3. Such an appeal or initial complaint must be made in a timely fashion in writing. The supervisor's version of the grievance and decision will then be submitted, also in writing. The Human Resource Officer will, in a timely fashion, confer with the employee, the supervisor, and any other members of management considered appropriate; investigate the issues; and communicate a decision in writing to all the parties involved.

Step 3: Appeal an unsatisfactory Human Resource Officer decision to the Board chair, or initiate the procedure with the Board chair if the grievance involves the Human Resource Officer. The timeliness requirement and procedures to be followed are similar to those in Step 2. The Board chair will take the necessary steps to review and investigate the grievance and will then issue a written, final, and binding decision.

If the position of Human Resource Officer is not filled, then the President will substitute.

Final decisions on grievances will not be precedent-setting or binding on future grievances unless they are officially stated as Our Ministry policy. When appropriate, the decisions will be retroactive to the date of the employee's original grievance.

Information concerning an employee grievance is to be held in strict confidence. Supervisors, department heads, and other members of management who investigate a grievance are to discuss it only with those individuals who have a need to know about it or who are needed to supply necessary background information.