

## **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 their 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 written 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.

Reviewed: January 2023