

Policy Area: Human Resources
Title of Policy: Grievance Procedure
Effective Date: 1993
Approved Date: 1993
Revision Date: May 21, 2019
Approved By: Adrienne Sabourin

1. Rationale or background to policy:

This policy outlines the procedures involved when an employee /contractor has a grievance and the process involved to come to a resolution.

2. Policy Statement:

Calgary Progressive Lifestyles Foundation (CPLF) feels it is the utmost importance for the employees /contractors to openly discuss their concerns. It is hoped that any concerns be brought forward be resolved at the first level, the appeal process is as follows:

3. Procedures:

If a grievance cannot be resolved between employees/ contractors themselves; then Case Management and/or Human Resources can become involved. If the situation remains unresolved, it can be addressed with the Executive Director. (The Executive Director will record the concern, and attempt to find a resolution within a two-week period).

Please be advised that your concerns are taken very seriously. CPLF feels that employees/contractors at any level shall be aware of the following:

- That they have the right to be heard and their problems or concerns addressed;
- That they are to be free of any reprisal or retaliation of any kind taken against them for filing a grievance;
- All employees/contractors involved in the dispute resolution process shall maintain strict confidentiality;
- Formal grievances should be communicated with Case Management and/or Human Resources
- Should any employee/contractor have a conflict of interest at any level in the grievance process, an alternate will be appointed by the Executive Director to address the concern;

Grievances will be thoroughly investigated, recorded, and kept on file. The Executive Director will make the final decision regarding complaints.

Appeal:

If the situation cannot be resolved amongst themselves, contact the Case Manager and/or Human Resources to help mediate. If the situation is still unresolved within 7-10 days or sooner depending on the severity of the grievance contact the Executive Director. If no resolution, appeals are then encouraged to be forwarded to the Alberta Human Rights Commission, Albert Labor Standards Board to PDD.

All written queries and responses will be kept on file.