



Policy Type: Human Resources

Policy #: HR-700-15

Approved by Council on: June 25, 2018

Human Resources – Dispute Resolution

Policy

Where a dispute arises over the interpretation or application of any provision in the Non-Union Conditions of Employment policies or any other employment matter it requires a procedure to ensure the matter is dealt with consistently and promptly.

Objective

To ensure employees can bring forward issues arising from the interpretation or application of any provision in the Non-Union Conditions of Employment.

To ensure follow-up to these concerns as required.

Procedure

In a situation where a dispute arises over the interpretation or application of any provision in this policy or any other employment matter, the CAO, or designate, shall adjudicate with the decision binding on all concerned.

Employees who bring forward complaints and/or problems should not have reason to feel threatened or guilty for making such complaints known.

Prior to filing a formal complaint, an employee is encouraged to discuss his/her concern with the individual(s) with whom he/she has the complaint.

If the employee's concern is not addressed, then the employee can submit a formal complaint using the procedure outlined below:

An employee having cause for complaint shall first discuss the matter with their Supervisor. The Supervisor and the Department Head shall hear, or receive the complaint within seven (7) calendar days of the occurrence giving rise to the complaint. If the employee reports directly to the CAO the complaint may be heard by the Mayor or two members of Council.



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Human Resources – Dispute Resolution cont'd

The Supervisor and the Department Head shall investigate and provide a written response of their decision within seven (7) calendar days of hearing the complaint.

In the event that the Supervisor and the Department Head fails to respond within the time specified, or the Employee is dissatisfied with the ruling of the Supervisor and the Department Head, the Employee may file their complaint with the CAO within fourteen (14) calendar days.

The CAO shall hear or receive the grievance within seven (7) calendar days of being requested. If the Employee reports directly to the CAO the grievance may be heard by the Mayor or two members of Council.

The CAO (or Committee of Council if complaint is in regards to CAO) shall provide a written response to the Employee of their decision within seven (7) calendar days of hearing the complaint.

In the event that the CAO fails to respond with the time specified, or the response is not satisfactory to the Employee, that Employee may submit her or her complaint to the Mayor or 2 members of Council within fourteen (14) calendar days.

Council shall hear the complaint within fourteen (14) calendar days of receipt of the complaint and communicate in writing their decision in the matter within seven (7) calendar days of hearing the complaint.

Any time limited specified in the procedure may be extended by the consent of both parties.

The Employee may be accompanied by a representative (at his/her expense) at any of the foregoing meetings.

Should the Employee be dissatisfied with the decision of Council, the Employee then shall have leave to pursue the matter at his or her expense through the civil court system provided by the Province of Ontario.