



HR-02 APPEALS AND GRIEVANCES POLICY HUMAN RESOURCE SERVICES

POLICY

Yukon College recognizes the principles of natural justice that offer every employee a procedure to seek satisfactory resolution to complaints/dissatisfaction arising from the decisions, directives and actions of the College's management and its delegates.

Employees are encouraged to resolve complaints informally, or through an alternative dispute resolution process such as mediation, prior to accessing formal processes. Employees may seek informal resolution by bringing the issue(s) to the attention of his/her Dean or Director and/or the Director, Human Resource Services and/or the member of College management responsible for the decision, directive or action.

Confidential excluded and senior management employees must first use informal complaint resolution processes before accessing the formal resolution process.

If informal approaches fail to bring a satisfactory resolution, confidential excluded and senior management employees may appeal formally to the College President who will make a final and binding decision.

Where a confidential excluded or senior management employee has a complaint regarding a decision, directive or action made by the College President, the complainant and the President will access the services of a mediator to assist in resolving the situation.

This Policy acknowledges the rights of employees to pursue resolution and redress through the collective agreement and/or other legal means available to them.

BOARD GOVERNING POLICIES

This policy recognizes the Yukon College Board of Governors Policy on Executive Limitations, including:

“With respect to treatment of paid and volunteer staff, the President may not cause or allow conditions which are unfair or undignified.”

GOVERNING LEGISLATION AND RELEVANT DOCUMENTS

Collective Agreement between Yukon College and the Public Service Alliance of Canada

PROCEDURES

Unionized Employee:

1. A unionized employee with a complaint or dissatisfaction may seek informal resolution by first discussing the issue with his/her Dean/Director, and/or the Director, Human Resource Services and/or the member of the College's management responsible for the decision, directive or action.
2. A unionized employee may contact a union shop steward for assistance and/or to begin a formal grievance procedure.

Confidential Excluded or Senior Management Employee:

1. A confidential excluded or senior management employee must seek informal resolution by first discussing the issue with his/her Dean/Director, and/or the Director, Human Resource Services and/or the member of the College's management responsible for the decision, directive or action.
2. Should informal resolution discussions be unsuccessful, a confidential excluded or senior management employee may make a formal written appeal to the College President within 30 days of the date of the action giving rise to the complaint.
3. The President will advise the affected management member of the content of the formal complaint.
4. The President will meet with the aggrieved employee and the management member together to ascertain the facts, evidence and arguments of the situation.
5. The President will respond in writing to the complaint within 20 working days of the fact-finding meeting, unless extended by mutual agreement with the complainant.



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6. If the complaint is regarding decisions, directives or actions taken by the President, the complainant and the President will access the services of a mediator to assist in resolving the situation.

AUTHORIZATION

Approved by the President _____ (signature)

On _____ (date)

B. FORMS

None