

Manual of Administration

TOPIC: Human Resources	SUBJECT: Grievance Procedure	Code: HR060
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PURPOSE: To clarify the procedures to follow when a Step 1 Grievance is received and to standardize response on behalf of the agency.

LEVEL OF GRIEVANCE: Step 1

1. The grievance is to be served to a Director of Support Services for the program to which the grievance relates. The date on which the grievance is received will be clearly marked on the grievance, with the receiving Director of Support Services initials marked beside the date.
2. The Director of Support Services will notify the Executive Director of the receipt of the grievance.
3. A file including all related documentation will be prepared.
4. **A response to the grievance is required within ten (10) working days of its receipt from the Director of Support Services.** The response shall be prepared in conjunction with the Executive Director.
5. The response will, wherever possible, be either delivered to the grievor personally, with the file copy being signed by the grievor as proof of receipt of response. When this is not possible, registered mail will be used to deliver the response. The date of the postmark will be deemed the date of delivery. All receipts must be kept as documentation.
6. The grievance file will then be forwarded to the Executive Director.