

LOCAL GRIEVANCE CO-ORDINATORS: GUIDELINES

Grievances backlogs have been a persistent irritant through the federal public service. As a result, there has been a concerted, ongoing effort to improve the handling of grievances in a more effective and timely manner.

The Grievance and Adjudication Section of the PSAC has advised the USGE and other Components that Treasury Board is reluctant to grant extensions of time limits for referrals to adjudication.

Due to this, and because of the increased number of grievances, it is important that the USGE National Office receive complete and accurate documentation from Locals as soon as possible. This helps prevent backlogs and also assists the Labour Relations Officers in providing representation within the time limits.

The USGE National Office decided to implement the appointment of Local Grievance Coordinators to help improve the handling of grievances. The duties of the Grievance Coordinator are mainly administrative and are the main communication link between the Local and National Office regarding grievances.

The guidelines for Local Grievance Coordinators are as follows:

1. Each Local will appoint a Grievance Coordinator and advise the National Office of the Co-ordinator's name, home address, and home/work/fax numbers.
2. The Grievance Coordinator will monitor all grievances filed by members of the Local.
3. The Grievance Coordinator will ensure that all documentation is sent to the National Office immediately upon the grievance being transmitted to the final level of the grievance procedure.
4. Any correspondence from the National Office pertaining to grievances or subject matters relating to members' complaints and/or grievances will be sent to the Grievance Coordinator. This includes requests for additional information, completion of Reference to Adjudication Forms, copies of adjudication summaries, etc.
5. The Grievance Coordinator will be responsible for communicating with Local Officers, grievors and other concerned members regarding any requirements by the National Office.

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