

Policy Title: Appeals and Grievances
Policy Approver: President's Office
Policy Holder: Human Resources
Category: Operational
Original Date: October 1992
Last Revised: October 2003
Next Review: May 2005

Approval Statement

With the approval of the President of Yukon College, this policy is hereby deemed in effect the 19th day of October, 2003.

President, Yukon College

Date

1. Purpose of Policy

Yukon University 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 University'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 University 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 University 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 University 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.

2. Governing Legislation and Relevant Documents

2.1. Board Governing Policies:

This policy recognizes the Yukon University 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.”

2.2. Collective Agreement between Yukon University and the Public Service Alliance of Canada.

3. 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 University'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 University'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 University 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.
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.

4. Other Related and/or Accompanying Documents

B. FORMS

None