

**TOWN OF
AMHERSTBURG**



POLICY NO.: H00 – Grievances & Complaints

SOURCE: Council Minutes

SECTION: Report 10

DATE ENACTED: October 23, 2006

DATE OF AMENDMENT:

SUBJECT:

Grievances & Complaints

INTENT:

It is in the best interests of an employee and the Town that complaints be openly communicated and resolved to promote a positive working relationship.

SCOPE:

This policy applies to all employees.

PROCEDURE / IMPLEMENTATION:

GRIEVANCES & COMPLAINTS

1. Complaints and grievances relative to an employee's employment or working conditions generally shall be responded to as quickly as possible.
2. The employee shall first bring their concerns to the attention of their immediate supervisor. If the matter is not resolved, the supervisor will discuss the concern with the next level of management until a resolution can be achieved. The final resolution rests with the Chief Administrative Officer.
3. Where a complaint deals directly with the employee's immediate supervisor, the employee may bring their concerns to the attention of the next level manager or Human Resources.
4. Where a policy or procedure exists to deal with specific types of complaints eg: Health and Safety, the procedure should be followed by the employee and their immediate supervisor in resolution of the complaint.
5. Union employees may also follow the grievance procedure as outlined in Article 16 of the Collective Agreement.

6. This procedure does not prohibit an employee from dealing directly with an outside agency where warranted or where legislation directs them to do otherwise.