

GRIEVANCE HANDLING

STEP ONE: GRIEVANCE MEETING - CHECKLIST

BEFORE

- > Meet with the member to understand the issue and get their side of the story.
- > Send Step 1 Initiation email to manager.
- > Request any relevant documentation from the employer.

Day(s) Before - finalize your Step 1 grievance meeting preparation

- > Review and organize all information gathered.
- > Prepare notes for the presentation
- > Organize evidence
- > Develop arguments, strategy and desired outcome

Day of the Meeting/Upon Arrival

- > Connect with the grievor (ahead of time); if not covered already, advise them not to talk too much, arrange signals to give to indicate a caucus needed, etc.
- > Set up the environment to facilitate equity in the meeting: seating arrangement; neutral location.
- > Confirm that the correct people are at the table for the meeting.

NOTE: During the step one meeting, the Union always presents first except for grievances involving discipline where the concept of 'natural justice' dictates that the employer leads as they must demonstrate cause.

DURING

Introductions

- > Introduce everyone and have them state their role (steward introduces grievor).
- > Set a tone that is polite/professional while putting people at ease and opening space for dialogue.
- > Clarify the specific purpose (event and issue) and general purpose (problem solving/resolution seeking process).
- > Note the timeframe of the meeting and use of caucus.
- > Discuss process for the meeting - e.g. Union presents/Q&A/Employer responds/Q&A /Discussion/Timelines-follow up

Presentation/Discussion

- > Take thorough notes.

PRO TIP: Make sure to check out *GRH140 Step One Grievance Presentation Guide* & *GRH150 10 Secrets of a Successful Grievance Presentation* to assist you with your Step One presentation!

Closure

- > Summarize discussion/decisions and clarify next steps (expectations)
- > Encourage continued collaboration within the timelines if no resolution.
- > Request any additional/new documents referenced during the meeting.
- > Thank everyone for their time.

AFTER

- > Debrief with the grievor.
- > Review and clarify/complete your notes.
- > Follow-up on any requests for documents information.
- > Contact LRO (as needed).

NOTE: Unless the employer agrees to withdraw discipline, stewards should review potential resolutions with their LRO prior to final agreement.