



BURNABY CIVIC EMPLOYEES' UNION CUPE LOCAL 23

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GRIEVANCE INFORMATION FOR CUPE 23 MEMBERS

What is the role of the Union in the grievance process?

The Union's ability to file grievances comes from the Collective Agreement (a contract between the Employer and CUPE 23). The Union owns grievances which means the Union determines how to proceed with grievances (whether to file, to advance to the next grievance step, to settle, to withdraw or to advance to arbitration). These decisions are made by Grievance Committees comprised of elected Union representatives. The Divisional Grievance Committees are made up of each Division's Chairperson and Vice-Chairpersons and the President. If a grievance is not resolved at steps 1-4 then it goes to the Arbitration Review Committee which is the Chairperson of each Division and the President.

How does the Union make decisions about grievances?

During the grievance process the Union puts forward the strongest case it can. The Union's communications to the Employer about grievances typically downplay weaknesses and emphasize points that are helpful. When deciding how to handle grievances, the Grievance Committees look at a full analysis of grievances and must consider the interests of the Union as a whole. If the Union decides to withdraw the grievance after Step 2 of the process the Grievor is generally provided with an opportunity to appeal that decision before the grievance is withdrawn.

What is the role of the Grievor?

In order to meet its obligation to represent members fairly, the Union tries its best to make sure it has relevant information related to grievances. Grievors must facilitate this by communicating with the Union. It is very important that Grievors give their Union representatives information that is relevant to the grievance. Grievors also need to regularly check their email as this is the primary way that the Union communicates with members about grievances. If the Union cannot get relevant information from a Grievor in a timely way the Union may be unable to continue with the grievance.

What happens to information that the Grievor shares with the Union?

In the course of representing members the Union collects and stores personal information relevant to grievances. The Union may share information with the Employer for the purpose of resolving grievances. A Grievor can notify the Union regarding specific information that they do not want to be shared with the Employer by emailing grievance@cupe23.ca.

During the grievance process the Union may send information and attachments containing personal information through email. Email is the most convenient form of communication but is not the most secure method. By participating in the grievance process Grievors agree to communications including personal information via email.