



Grievance Handling Training

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Agenda

- CHAIN OF COMMUNICATION
- REPRESENTING MEMBERS
- GRIEVANCE FOUNDATIONS
- STEWARD FACT SHEET
- GRIEVANCE FORM
- GRIEVANCE WORDING
- TRANSMITTAL
- GRIEVANCE ARTICLE AND STEPS
- HOW TO PRESENT YOUR CASE
- WHAT'S NEXT
- UNE CHECKLIST
- EXERCISE
- AVAILABLE TOOLS
- Q&A



MEMBER

LOCAL

REGIONAL TEAM

ASSIGNED NLRO

UNE Chain of Communications

Representing members

Where do I
start?

How do I stay
organized?

Collective
Agreement

What other
mechanisms
exists?

Steward Fact Sheet

- ▶ Define the problem
- ▶ Provide support
- ▶ Examine alternatives
- ▶ Respect confidentiality
- ▶ Get documentation
- ▶ Investigate

Grievance Form

Grievance wording

- ▶ Clear and concise
- ▶ Simple and straightforward wording
- ▶ No arguments
- ▶ Reference to a collective agreement should be general.

Grievance wording

- ▶ Corrective Action statements should follow the same guidelines as grievance statements.
- ▶ They should state clearly and concisely what the grievor wants and they should be general enough that other potential remedies are not excluded.
- ▶ It should include everything that would place him/her in the same position as if the aggrieved situation had not occurred. "To be made whole".



Transmittal

Grievance article and steps

- REVIEW THE TIMELINES
- REVIEW THE STEPS
- EXTENSION OF TIME LIMITS
- WITHDRAWING A GRIEVANCE
- ARBITRATION

How to present your case

Guiding principles:

- ▶ Don't bluff or lie. It won't help your image or the Union's.
- ▶ Be prepared
- ▶ Have a written brief
- ▶ Prepare the grievor
- ▶ Strategize
- ▶ Try to anticipate management's arguments
- ▶ Know management's own policies
- ▶ Facts are not opinions
- ▶ Hearsay does not equal facts

Grievance Presentation

Your presentation or brief should include the following:

- ▶ Grievance wording and corrective measures being sought
- ▶ A chronology of the events that gave rise to the grievance
- ▶ Evidence to support the grievance
- ▶ The article (s) of the collective agreement breached
- ▶ Jurisprudence/Decisions if needed
- ▶ A summary of the Union's position (your arguments)
- ▶ Conclusion
- ▶ Annex of all the evidence

What's
next?

If grievance is denied – transmit
to the next level within the
timelines

Grievances at the final level

After the final level

UNE Checklist

Exercise

Available Tools/Reference Documents

- ▶ PSAC Shop Steward Tool Kit
- ▶ PSAC A Steward's Guide to Grievance Handling
- ▶ UNE Representation Guide
- ▶ PSAC Steward Fact Sheet
- ▶ Forms, frequently filed grievances, etc.



These documents are easily accessible on the front page of the UNE website through this quick link.



Questions?