



# HR POLICY AND OPERATIONS BUREAU

## 5. Staff Relations Division

### HR POLICY & OPERATIONS BUREAU

Overview

Human Resources Policy Division

Staffing & Classification Division

Locally Engaged Staff Division

Staff Relations Division

#### PSSRB GRIEVANCES

#### Delivery Standard

<b>1. 1st level - acknowledgement situations</b>	
<ul style="list-style-type: none"> <li>➤ Acknowledgement</li> <li>➤ Verbal advice to manager, support and interpretation</li> </ul>	<p><i>Manager's responsibility</i></p> <p><i>Depends on complexity</i></p>
<b>2. 2nd level - assigned to officer</b>	
<ul style="list-style-type: none"> <li>➤ Assign to officer</li> <li>➤ Request union hearing date</li> <li>➤ Attend hearing with MSL</li> <li>➤ Conduct investigation</li> <li>➤ Prepare reply</li> </ul>	<p><i>3 days</i></p> <p><i>5 days</i></p> <p><i>Upon availability</i></p> <p><i>Depends on complexity</i></p> <p><i>Depends on complexity</i></p>
<b>3. Mediation</b>	
	<p><i>PSSRB responsibility</i></p>
<b>4. Adjudication</b>	
	<p><i>PSSRB responsibility</i></p>

#### NJC GRIEVANCES

#### Delivery Standard

<b>1. 1st level - acknowledgement situations</b>	
<ul style="list-style-type: none"> <li>➤ Acknowledgement</li> <li>➤ Verbal advice to manager, support and interpretation</li> </ul>	<p><i>Manager's responsibility</i></p> <p><i>Depends on complexity</i></p>
<b>2. 2nd level - assigned to officer</b>	
<ul style="list-style-type: none"> <li>➤ Assigned to officer</li> <li>➤ Request union hearing date</li> <li>➤ Attend hearing with DLO</li> </ul>	<p><i>3 days</i></p> <p><i>5 days</i></p> <p><i>Upon availability</i></p>
<b>3. 3rd level - NJC</b>	
	<p><i>NJC responsibility</i></p>
<b>4. Adjudication</b>	
	<p><i>NJC responsibility</i></p>