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FOREWORD

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The grievance process is a most valuable avenue of redress. By Act of Parliament the Canadian Government has ensured that all its employees will have the right to grieve any real or alleged injustice. From the authority of this Act (Public Service Staff Relations Act) has grown the grievance procedures which now are included in many of the contracts arrived at through collective bargaining between the staff associations and Treasury Board.

The purpose of this booklet is to provide in the simplest terms a ready outline of the Department's grievance procedure. It does not replace the Public Service Staff Relations Act nor collective agreements; rather, it is intended to supplement these documents, and to clarify those points which are peculiar to this Department.

Both supervisors and staff who require further advice or information are encouraged to communicate with

Dept. of External Affairs
Min. des Affaires extérieures

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Staff Relations and
Compensation Division

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