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|  | Policy No.: <p style="text-align: center;">6</p> | Approval Date: May 4, 2011 Created: February 8, 2001 Last Reviewed: April 11, 2011 |
| Title: <p style="text-align: center;">Grievances and Disputes Policy</p> | | |
| Background & Purposes: <p>While not a trade union, the Association recognizes its duty to provide members with fair representation and to undertake processes in its representation that are in good faith and without discrimination as per the terms set out in its principle. There will be situations when the Association must, for specific reasons, make the decision not to represent a member on a particular matter, or to cease to represent a member in a particular manner.</p> | | |

1. Any M&P employee with an inquiry or concern will be directed to phone the AAPS office. Based on the nature of the concern, members will be assigned a Member Services Officer who will contact him/her in a timely manner.
2. Principles for representing employees include:
 - AAPS represents all M&P employees including any such M&P employees who are not AAPS members with the exception of those excluded under Article 4 of the Framework Agreement.
 - The duty of fair representation requires that the Association represent any employee in good faith, without discrimination, conscientiously and competently.

The focus must be on the employee's rights and interests; that focus must not be clouded by animosity or bias towards the grievor; or concern about the needs of the University. If the employee's concern is not resolved at an informal level, the Advocacy Committee will collectively decide whether to enter the grievance process.

Based on current practice and precedent, the previous principles and following factors are considered by the Advocacy committee when taking forward formal grievances:

- Was the ACTE or Framework violated?
- Has every attempt been made to use a problem-solving approach to the issue?
- Have the legal implications been taken into account regarding the possible success of the case?
- What impact will the outcome of the case have on AAPS?

A policy grievance may be taken forward based on current practice and precedent. The principles and factors noted above are to be considered by the Board or the Advocacy Committee when taking forward a policy grievance.

If the Advocacy Committee believes that a grievance should be taken to Arbitration, it will bring a recommendation to the AAPS Board for approval. The Board must consider all of the previous factors and principles noted. The duty of AAPS to provide fair representation is the over-riding factor.

If a decision is made by the Advocacy Committee or the Board not to take forward an issue to Grievance or Arbitration, the employee shall be informed in writing of the reasons. A copy of this will be forwarded to the Board via the President and the Chair of the Advocacy Committee.

Any written correspondence from the AAPS office to the University during a Grievance process shall be copied to the AAPS President.

The Board shall be kept informed of the status of all grievances through regular reports to Board meetings.

Information regarding grievances may be reported to AAPS members for example through the newsletter or at general meetings. Working within the AAPS' Privacy Policy, detailed identifying information, such as name and unit will not normally be included.

The Board reserves the right to take forward any and all cases at any time. The Advocacy Committee will be informed of such decisions.

The Board and the Advocacy Committee adhere to a conflict of interest policy with regard to advocacy issues. Conflict of interest includes but is not limited to the following:

- Board/Committee members working in the same unit as the employee whose case is being discussed or potentially gaining from a situation e.g. job opportunity.
- A Board/Committee/Staff member having a personal relationship with the affected employee e.g. is a personal friend or has a conflictual relationship.
- A Board/Committee/staff member's personal or professional interest potentially conflicting when involved in a matter before the committee or as a representative of the Association before the University.
- Personal or professional interest of a Board/Committee/Staff member potentially conflicting or adversely affecting, the broader interests of the Association, the membership as a whole, or a member's advocacy case.

It is inappropriate for Board/Committee/Staff members to be involved in discussion or decision-making when such conflicts exist. Board/Committee/Staff members are expected to declare conflicts without penalty.