

## Grievance and Complaints Committee – Update as of March 22, 2012

Since the report of February 1, 2012:

- Fifteen new complaints were filed.
- Seven Complaint files were resolved or escalated to Grievances.
- One new Grievance was filed, two are in draft stage.

### Complaint Files Open

<u>Category</u>	<u>Sub-Categories</u>	<u>Number</u>
Pay and Benefits:		1
	Pay level	
	Variable Pay	
	Job classifications	
Work Assignment & Employee Placement:		6
	Forced transfers	
	Work assignment/reassignment	
	Probation treatment	
	Return to work	
Other Issues:		4
	Harassment & respect in the workplace	
	Job postings & notifications	
	Employment terminations	
	Number of contractors	
<b><u>Total Complaint Files Open</u></b>		<b><u>11</u></b>

### Grievance Files Open

<u>Category</u>	<u>Sub-Categories</u>	<u>Number</u>
Pay and Benefits:		6
	Job classifications	
	DB/DC Pension	
	Retroactivity	
	Call-out and overtime pay	
Work Assignment & Employee Placement:		6
	Employee layoff (Human Rights)	
Other Issues:		4
	Job postings & notifications	
	Acting assignments	
<b><u>Total Grievances Open</u></b>		<b><u>16</u></b>

**Complaint Files Closed/Resolved (2010 to report date)**

<b><u>Category</u></b>	<b><u>Sub-Categories</u></b>	<b><u>Number</u></b>
Pay and Benefits:		21
	Pay level	
	Vacation pay	
	Variable Pay	
	Call-out and overtime pay	
	Job classifications	
Work Assignment & Employee Placement:		15
	Forced transfers	
	Work assignment/reassignment	
	Promotions	
	Return to work	
Other Issues:		32
	Harassment & respect in the workplace	
	Job postings & notifications	
	Employment terminations	
	Company investigations	
	Union dues	
	Supervision	
	Performance Reviews	
<b><u>Total Complaints Closed/Resolved</u></b>		<b><u>68</u></b>

<b><u>Category</u></b>	<b><u>Sub-Category</u></b>	<b><u>Number</u></b>
Pay and Benefits:		2
	Call-out and overtime pay	
	Job classifications	
Work Assignment & Employee Placement:		5
	Forced transfer	
	Return to work	
Other Issues:		3
	Harassment & respect in the workplace	
	Job postings & notifications	
<b><u>Total Grievances Closed/Resolved</u></b>		<b><u>10</u></b>

**Other Activity**

- Development of TEAM Workplace Representative Handbook and training plan still underway.