

## **Annual Report on TEAM Grievances and Complaints for 2009**

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### **Grievances**

- Six (6) grievances were handled by the TEAM Officers in 2009, one (1) grievance has also been submitted so far in 2010\*.
- **Of these, all have been dealt with as follows:**
  - Two (2) were resolved (settled) prior to proceeding to Arbitration hearings;
  - One (1) was settled at the third step of the Grievance process;
  - One (1) has been placed “on-hold” due to the resignation and departure of the grievor to another job opportunity, at a different company;
  - One (1) is proceeding to the second step of the grievance process on January 21, 2010;
  - \* The one (1) grievance submitted in 2010 has also been settled and the member grievor has accepted the employer’s offer of settlement.
- There are currently no outstanding grievances that TEAM is planning on having proceed to arbitration in the foreseeable future;
- The possibility exists that a Policy Grievance may be lodged under Article 9 of the CBA (relative to Temporary Appointments). The Grievance Committee will help in determining direction on this item;
- The possibility exists that a Policy Grievance may be lodged under Article 13 of the CBA (relative to the retaining of service rights upon a Return to Work from illness). The Grievance Committee will help in determining direction on this item.

### **Complaints (and other enquiries put to the Employer)**

- Eighteen (18) complaints were dealt with by the TEAM Officers in 2009;
- Additionally, another twelve (12) general enquiries were put forward to the employer that did not result in a “complaint” being lodged;

- **Of these eighteen (18) complaints:**
  - Two (2) proceeded to the Grievance process;
  - Twelve (12) were resolved without further action being required;
  - Four (4) are still being handled and will be considered to be carry-over work from 2009 into 2010;
  - One (1) new complaint file has been established in January 2010 relative to the results of a recent reclassification that TEAM members occupying Project Management positions have undergone, and where no rating improvement was realized. An appeal to this situation is very likely and shall be tracked as a formal "complaint".