

QUFA Grievance Protocol regarding Carriage and Confidentiality

There are two ways for a grievance to be initiated, either with QUFA's assistance or without it. If you wish QUFA's assistance, either at initiation or later, then you must agree to give QUFA carriage of the grievance. This means that with your input QUFA decides strategy, mode and substance of representation and advocacy, and how far to take the complaint.

If QUFA is carrying the case, then in order to put forward the best case possible you must give QUFA all relevant information, whether favourable or unfavourable to your case. It is a common misunderstanding that unfavourable information must be hidden. At some point the unfavourable information will come out and it is best for your QUFA representative to know ahead of time so that she or he is not caught unawares.

QUFA has an obligation to all Members of the bargaining unit. It will have to investigate complaints in order to make an informed decision about whether to pursue them or not. If QUFA must speak to someone about the case other than those named above, then it will seek your permission. If that permission is denied, then QUFA may not be able to take your complaint forward as well or at all.

Confidentiality is an important factor in grievance work. QUFA will treat all information provided by the Member as confidential. This does not mean that the information remains between the Member and the one QUFA person contacted. It means that the relevant QUFA grievance personnel who are necessarily privy to such information in order to carry out the work of the Association shall have access to it. On staff, this includes the Grievance Officer, the Administrative Officer, and the Member Services Officer. If needed to advise, Members of the Grievance Committee are given limited but necessary information about a case which is identified by using a case number rather than name.

Confidentiality is also important from the Member's side. If QUFA is carrying a grievance, then you must treat all information about the case as confidential unless given permission by QUFA to discuss specific matters with designated persons.

Breach of confidentiality is serious. It could taint the process. It could put in jeopardy a resolution of the grievance. Not disclosing all information (as above) is also serious. QUFA has a duty to all Members of the bargaining unit, and so must know as much as possible before deciding whether and how far to take a complaint.



QUFA Grievance Protocol regarding Carriage and Confidentiality (continued)

In signing, you are acknowledging that you have read and understood the above. QUFA reserves the right to withdraw its representation in the case of a breach by the Member, so please ask questions before signing.

Member

QUFA Representative

Date

Date

Executive Committee Approval July 27, 2011