GRIEVANCE HANDLING

REVISED ARTICLE 9 DIAGRAM – GRIEVANCE PROCESS
2014-2019 NBA Provincial Collective Agreement

This process applies only to grievances filed under Article 9.02 of the NBA provincial collective agreement.

As per Articles 9.01 and 9.11, in an effort to recognize the common interest in resolving grievances, each party agrees to share all legally permissible information during the grievance procedure.

**RESOLUTION STAGE**

**STEP 1 MTG**

**STEP 2 MTG**

**GRIEVANCE FILED**

**BC HEALTHCARE OFFICE OF ARBITRATION (BCHOA)**

**TIME DURATION**

<table>
<thead>
<tr>
<th>Event</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steward &amp; Member meet w/ Employer</td>
<td>14 days</td>
</tr>
<tr>
<td>Joint Decision</td>
<td>7 days</td>
</tr>
<tr>
<td>Employer Response</td>
<td>7 days</td>
</tr>
<tr>
<td>LRO meets w/ Employer</td>
<td>21 days</td>
</tr>
<tr>
<td>Employer Response</td>
<td>7 days</td>
</tr>
<tr>
<td>Union to refer grievance to BCHOA</td>
<td>90 days</td>
</tr>
</tbody>
</table>

**Steward submits grievance**
If unresolved, steward must file a written grievance within 14 days of Employer denial. Steward may consult with LRO during this time.

**Employer Response**
Employer has 7 days to provide a written response with reasons for denial.

**LRO meets w/ Employer**
Meeting to take place in an attempt to resolve the issue(s).

**Employer Response**
Employer has 7 days to provide a written response.

**Union to refer grievance to BCHOA**
If unresolved, Union has 90 days from the receipt of the Employer’s written response to refer to the BCHOA for final determination.