

# TOWN OF TWO HILLS PUBLIC LIBRARY BOARD POLICY MANUAL

**Category:** Personnel  
**Policy Number:** 512  
**Title:** Grievances

## **Policy Statement:**

Employees/volunteers shall have a means of presenting their grievances.

## **Guidelines and Procedures:**

1. An employee/volunteer having a grievance arising from the interpretation, application, operation or alleged violation of the Conditions of Employment, or other matter(s) relating to his/her employment, should first discuss the subject of the proposed grievance with the Library Manager in an attempt to resolve the matter. If it is the Library Manager who has a grievance, then he/she should discuss the matter with the Board Chairperson.
2. If the employee/volunteer and the Library Manager or the Library Manager and the Chairperson cannot resolve the grievance, a full written record of the complaint should be made to the Library Board within 5 days of the discussion. The Library Board shall then act as the Grievance Committee. A written decision shall be forwarded within 10 days to the aggrieved party upon receipt of the written grievance.
3. Should the employee/volunteer fail to comply with any time limits in the grievance procedure, the grievance will be considered conceded and shall be abandoned, unless the parties have agreed in writing to extend the time limits.
4. If an employee/volunteer is not satisfied with the decision received from the Grievance Committee, he/she has the right to appeal to the Employment Standards.

Policy #512  
Grievances

Date Approved: November 14, 2012

Date to Review: March 18, 2023