

BRANCH COMPLAINTS

1. General advice

- It is always good practice to try and resolve complaints informally. A variety of resources are available for conflict resolution including mediation conducted by a trained member from another Branch or another Component of the PSAC.
- If you are unsure of how to deal with a complaint, especially if it involves members of the Branch Executive, reach out to your CIU National Labour Relations Officer for assistance.

2. Member on member complaints

- Determine whether the subject of the complaint was acting in their role as a union steward/officer. If not, this is a matter for the employer (harassment), not the union. The complainant should be advised to file a grievance or a WPV complaint.
- If it involves the roles of a union officer, complaints are covered under CIU Bylaw 6. Determine whether the allegation(s) fall under the violations listed in article 2 (contraventions).
- Branch Presidents interpret the Branch Rules, but if you are uncertain about an interpretation of the Bylaws, contact the National President.
- If the allegations fit within the listed contraventions, the Branch President needs to appoint a 3-member investigation committee (members trained by the PSAC to conduct investigations).
- The investigation committee will then report its findings to the Branch Executive.
- If discipline is recommended, the matter will be put to a vote of the Branch membership.
- Note that complaints against a Branch President are handled by the CIU National President.

3. Branch elections

- Complaints about Branch elections should be referred to the office of the CIU National President.

4. Failure to Represent

- If a member is unhappy with the representation provided by the union, they can file a Duty of Fair Representation Complaint (DFR). This goes to the Labour Board and is defended by the PSAC. The union does not assist with filing this type of complaint beyond telling the member that they have the right to file a complaint and can find all the information on the FPSLREB website.

5. PSAC officers

- Complaints about PSAC officers should be directed to the office of the PSAC National President.