Process Diagram – Policy Overlaps (High-Level Overview)

Grievance Process

Grievance Being Considered
(by employee)

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Informal Stage

↓

Stage 1 - Initiated
(by employee)

↓

Stage 1 - Investigation

↓

Stage 1 - Outcome

↓

Stage 2 – Appeal
(as applicable)

Disciplinary Process

Disciplinary Process Initiated
(by manager)

↓

Potential Informal Action
(as applicable)

↓

Disciplinary Investigation

↓

Disciplinary Hearing

↓

Disciplinary Outcome

↓

Appeal
(as applicable)

Complaints Process

Complaints Process Initiated
(by third party)

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Stage 1 - Frontline Resolution
(if applicable)

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Complaints Outcome

Stage 2 - Investigation

↓

Complaints Investigation

↓

Complaints Outcome

If the matter is sufficiently serious

If the matter is sufficiently serious from the outset

If appropriate, considering need for further investigation

If appropriate, considering need for further investigation

Route depends on case

If no resolution