

Unions and the Grievance Procedure



Once unions are recognized as the representative of the workers in accordance with LABOUR RELATION ACT, 1999 Part VI and have successfully negotiated a collective bargaining agreement which improve on those rights, they then have the responsibility to enforce the terms of that agreement.

Over time, unions and employers have agreed in the contract to use a grievance procedure to settle disputes while the contract is in effect. Normally, this procedure involves several steps and ends in binding arbitration if the two sides are unable to resolve the problem at any of the steps in the grievance procedure.