

# Grievance Mediation

"An Alternative"

*Be informed.*



## Grievance Mediation

*... a quick and voluntary way  
to resolve grievances.*

In grievance mediation, representatives of labour and management meet with the assistance of a mediator to attempt resolution of a grievance prior to arbitration. Grievance mediation is an informal method for grievance-handling that has proven useful not only in resolving grievances but in identifying and resolving situations that produce grievances.

*... an alternative to arbitration.*

Grievance mediation is much less formal than arbitration. The outcome is decided by the two parties directly affected by the dispute, unlike arbitration where a decision is handed down by a third party. Grievance mediation emphasizes compromise, which avoids the "win-lose" situation associated with arbitration. Grievance mediation can be arranged quickly, usually within a few days of a joint request for third party assistance.

*... how it works.*

When a grievance has been processed through the steps of the applicable grievance procedure, a meeting between labour and management may be convened with the assistance of a mediator. The meeting often includes the grievor. Unlike arbitration, the meeting is informal and both sides are encouraged to speak freely and openly. The settlement ultimately reached does not set a precedent unless both sides agree that it should.

The method used in grievance mediation is very similar to that used in contract negotiations. The mediator may suggest various approaches to settlement based on compromise positions adopted in previous grievance mediation cases or arbitrations decisions.

In grievance mediation the parties directly involved in the dispute make the final decision on how the grievance is to be resolved. Responsibility for enforcing the settlement also rests with both parties. If no settlement is reached, both parties are free to proceed to arbitration as provided for in the collective agreement.

*...is inexpensive.*

Grievance mediation usually involves only the cost of facilities.

For further information, please contact:

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