

PROTOCOL TO HANDLE CONCERNS/COMPLAINTS BETWEEN CUPE AND VTA MEMBERS *

Preamble: Both CUPE and VTA members value the strong working relationship that exists between us. We recognize that maintaining this relationship is in the interest of all members from both unions. Consequently, we recognize that at all times CUPE and VTA members need to work hard to build, maintain and enhance their working relationships by basing all interactions on patience, open communication and mutual respect.

To that end this protocol has been developed to facilitate a respectful process to address concerns/ complaints that may arise in the day-to-day working relationship. This protocol is not meant to replace any contractual provisions on harassment nor to undermine any contractual rights that a CUPE/VTA member might exercise, specifically rights to engage in the grievance process. Finally, this protocol is not meant to replace or limit the agreement that the BCTF and CUPE BC negotiated called "Roles and Responsibilities of Teachers and Teacher Assistants".

Procedure: In the event that a CUPE/VTA member has a concern/complaint regarding a member of the CUPE/VTA, the following procedures will be used to address the concern/complaint.

1. The member who has a concern/complaint shall first discuss the issue with the member in question and attempt to resolve the problem (Step 1).
2. If a resolution is not reached at Step 1, the concern/complaint may then be taken to the CUPE and VTA union reps. They shall arrange a meeting between themselves and the parties to the concern/complaint within seven (7) days of the Step 1 meeting to try to resolve the problem (Step 2).
3. If a resolution is not achieved at the Step 2 meeting, either member may take his concern to the president of his/her union. The presidents of both unions shall meet with the union reps and the members involved and attempt to reach a resolution. This meeting (Step 3) shall take place within seven (7) days of the Step 2 meeting.
4. If a resolution is not achieved at the Step 3 meeting, the member with the complaint/concern may then take the concern to administration.

* **Note:** It shall not be considered a breach of this protocol to report reasonable grounds for suspected child abuse to the proper authorities according to official requirements.