

GRIEVANCE SETTLEMENT BOARD

PUBLIC COMPLAINTS RESOLUTION PROCESS

Service Commitment

The Grievance Settlement Board is committed to fulfilling its statutory mandate to provide dispute resolution services to Crown employers and bargaining agents. The parties that the Board serves may address any concerns about the Board's services to the Board's Governance Council, to the Board's Registrar, or to the Chair. The purpose of this policy is to create a transparent and fair method for dealing with complaints of the public on the occasions where the public has contact with the Board. All such complaints will be treated expeditiously and every reasonable effort made to resolve complaints to the satisfaction of the complainant.

Making a Complaint

- All complaints should be made in writing. Complaints that are not received in writing will be dealt with on a case by case basis, in a manner deemed appropriate by the Registrar. If you are unsure whether your concern falls under this policy, please contact the Board's Registrar.
- Complaints may be directed to:

Registrar:

Caroline Goodwin 416-326-1382

180 Dundas Street West, Suite 600

Toronto, Ontario

M5G 1Z8

- Complaints involving Board personnel may be raised with that person directly or forwarded to the attention of the Board's Registrar. If the complaint is not resolved to the complainant's satisfaction, or the complaint is regarding the Registrar, the complaint may be forwarded to the attention of the Chair.
- If the complaint is not resolved to the complainant's satisfaction or the complaint is about the Chair of the Board, it may be forwarded to the Minister of Labour and the Governance Council of the Grievance Settlement Board.

What You Can Expect

- If a person is the subject of the complaint, he/she will generally be kept informed through the review process.
- A response will be provided within 15 working days of receipt of the complaint. If further action is necessary, or if the Board requires more time to investigate the complaint, the Board will tell you how much additional time it requires.

- This policy does not affect your right to raise your concerns with the Ombudsman of Ontario.

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180 Dundas Street West, Suite 600
Toronto, ON M5G 1Z8

GENERAL INFORMATION LINE: 416/326-1388

TOLL FREE: 1-866-421-6667

FAX: 416-326-1396

WEB SITE: www.psab.gov.on.ca

Registrar

Caroline Goodwin 416-326-1382
180 Dundas Street West, Suite 600
Toronto, Ontario
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Chair

Susan Stewart
180 Dundas Street West, Suite 600
Toronto, Ontario
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