

# What happens when you contact Labour Relations

As Labour Relations Advisors for ACFO-ACAF, our priority is to protect the wellbeing of the entirety of the CT Community in the workplace. For this reason, we'd like to demystify the process of contacting Labour Relations and how we can assist you should you have any concerns or believe your rights are being violated.

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Anytime you email Labour Relations or call ACFO-ACAF's office toll-free at 1-877-728-0695, the first available advisor will respond to your question.

**Your correspondence  
with us is 100%  
confidential**

As LRAs, we're simply here to present you with your options and we'll never contact the employer or your manager unless your permission is given.

# Timeline



**Note: We only take action when you ask us to and when you're ready**

## What is an ICR?

In modern labour relations practice, our first step is to resolve it on the lowest level possible or through mediation. We'll walk you through your options, such as an ICR, or **Informal Conflict Resolution**.

This tends to be much shorter, less adversarial and lead to healthier long-term relationships between parties than grievances. Whether it's an interpersonal relationship or personality conflict, we apply ICR whenever possible.





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**Should it be necessary to go beyond an ICR and should you wish to proceed, a next step could be to file a grievance.**

**There are two types of grievances:**

**Collective agreement grievances** are adjudicative requiring both ACFO-ACAF approval and representation, such as grievances related to leave or hours of work.

**Non-collective agreement grievances** are department specific and would be covered by Treasury Board policy, such as telework or harassment.

Although we're happy to give you advice about non-CA grievance issues, they don't require ACFO-ACAF approval and we offer representation on a case-by-case basis.



# Workplace Issue Scenario

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- 1** You've been asked to perform duties of a higher classification by your manager for which you are not being compensated, so you contact ACFO-ACAF.
- 2** To begin, we'd look into the nature of the duties asked of you and how long this issue has been going on.
- 3** From there, we'd ask if you want us to raise this to management or give you coaching on how to follow up with your manager yourself.
- 4** If this follow-up is unsuccessful, a number of options could be taken, including contacting a Labour Relations Advisor or Human Resource Officer at the department, mediation or filing a grievance.



**Since this is only an example,  
please contact us if this specific  
issue applies to you.**



When in doubt about contacting Labour Relations, whether it be a simple question or a more complicated issue, remember:

**It's our job to help you.**

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We provide a **free, confidential service**, so simply having a conversation with us can do no harm—at every step along the way, **the choice is always yours.**

Contact us at

**[Labourrelations@acfo-acaf.com](mailto:Labourrelations@acfo-acaf.com)**

or call ACFO-ACAF's office toll-free number

**1-877-728-0695**



The union for  
financial professionals