### **Writing a Grievance Case Study**

#### Instructions

Drawing upon the [grievance procedure at Hollyburn house](http://www.lrb.bc.ca/cas/WTZ32.pdf), draft a case-study scenario that identifies a concern brought forward by a staff member. It must be resolved minimally at a step 2 level and answer the following questions:

1. Why was the grievance unable to be resolved at step 1? Might the manager have been able to achieve resolution at that level? If not, why?
2. At what step was the grievance resolved? What strategies and/or measures were employed by the employer to achieve resolution?
3. What stakeholders were involved in the resolution?
4. Was resolution achieved at the right step, based on the type of grievance submitted?