

# Member Services Policy

## **1 Duty of Representation**

The Grant MacEwan University Faculty Association (GMUFA) has a duty of fair representation to its members. This duty requires specific actions by the GMUFA to ensure member's terms and conditions of employment are respected. Individual members have a personal responsibility in fulfilling their terms and conditions of employment. Members are entitled to seek advice and assistance from the officers and staff of the GMUFA with respect to their employment terms and conditions. Representation shall be based on investigation and the facts and will not be capricious or superficial. The member shall be kept informed of actions and reasons for actions. The GMUFA recognizes its duty of fair representation and undertakes to represent its members fairly, in good faith, and without discrimination.

## **2 Confidentiality**

All cases will be managed confidentially and matters are disclosed only as necessary for representation in the dispute resolution process, for seeking legal advice or as required for legal proceedings.

## **3 Dispute Resolution**

The GMUFA seeks to ensure all members can be successful at their employment. The GMUFA subscribes to an interest based resolution oriented model while acknowledging grievances are necessary, at times to achieve a conclusion of a dispute. The Grievance process is defined in Article 4.0 Disputes and Grievances and Article 5.0 Grievance Arbitration of the Collective Agreement between the Board of Governors of Grant MacEwan University and the Faculty Association of Grant MacEwan University\*.

## **4 Authority**

The GMUFA authority is established from the Post-Secondary Learning Act, GMUFA Constitution, Bylaws and the Collective Agreement. The GMUFA has the sole right to grieve on behalf of members, and the exclusive right to be a signatory on behalf of the member on any settlement or agreement negotiated with the Grant MacEwan University.

## **5 Legal Representation**

The GMUFA may seek legal advice on individual or collective matters and will be responsible for the payment of the legal fees. A member may seek their own legal advice and the GMUFA would not be responsible for any of those legal fees, the member would bear all costs related to the legal services the member retains. The GMUFA will continue to represent a member who has consulted with their independent legal counsel as the GMUFA is the sole bargaining agent for the administration of the collective agreement. Costs of legal

proceedings incurred by a member in litigation involving the Grant MacEwan University or another entity will not be the responsibility of the GMUFA.

## **6 Review**

This policy will be reviewed by the Board of Directors of the Association every two (2) years or as necessary.

\*Refer to the current Collective Agreement noting the Article number(s) may have changed.

Effective October 2015

Related Documents: Member Service Procedures

Member Services Roles and Responsibilities