The appeal process is intended to provide a formal mechanism of address for any clinical ladder candidate or participant who feels s/he has a Clinical Ladder related grievance. It is not intended nor does it replace the procedure as outlined in the Employee Handbook, “Problem-Solving Procedure”.

A Clinical Ladder grievance may exist when a candidate/participant believes s/he has been the victim of an unfair or discriminatory action or lack of action in relation to the clinical ladder program/process. The appeal process is detailed in Procedure A below.

A grievance may also exist when a candidate’s application and/or a Nurse Manager’s recommendation for promotion of a candidate to Clinical Ladder Level 2 or 3 is not supported by the Clinical Ladder Committee. E.g. when a candidate’s application does not include sufficient documentation of qualification. This portion of the appeal process is discussed in Procedure B below.

These procedures are not intended to usurp appropriate attempts to resolve a disagreement by other means.

Procedure A

1. Any candidate/participant with a clinical ladder related grievance shall first discuss such grievance with his/her Nurse Manager.

2. If the grievance is not resolved, the employee shall submit the grievance in writing to the Clinical Ladder Committee. The committee is expected to investigate and provide a written response which reflects the committee’s understanding of the problem, the action to be taken, if any, and the reason for the action.

3. If the candidate/participant is not satisfied with the results of the appeal process, a final appeal may be made to the Director of Nursing Services. An appointment will be made and copies of all previous written communications generated during the first steps will be provided. The Director of Nursing Services shall meet with the staff nurse, discuss the matter, and respond in writing.

4. All grievances shall be considered settled if not appealed by the candidate/participant within ten calendar days after the last response. All responses must be completed within ten calendar days or the grievance shall be considered moved to the next step.

Procedure B:

In the instance that the Clinical Ladder Committee requires further clarification of a candidate’s qualifications for clinical ladder promotion, a written response outlining
such shall be provided to the candidate/participant and his/her Nurse Manager. If the candidate/participant does not provide the necessary documentation for qualification by the next committee meeting, his/her application will be retired. The candidate may re-apply at the next eligible application date.

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