

CUPE Niagara Falls Conference

October 25, 2008

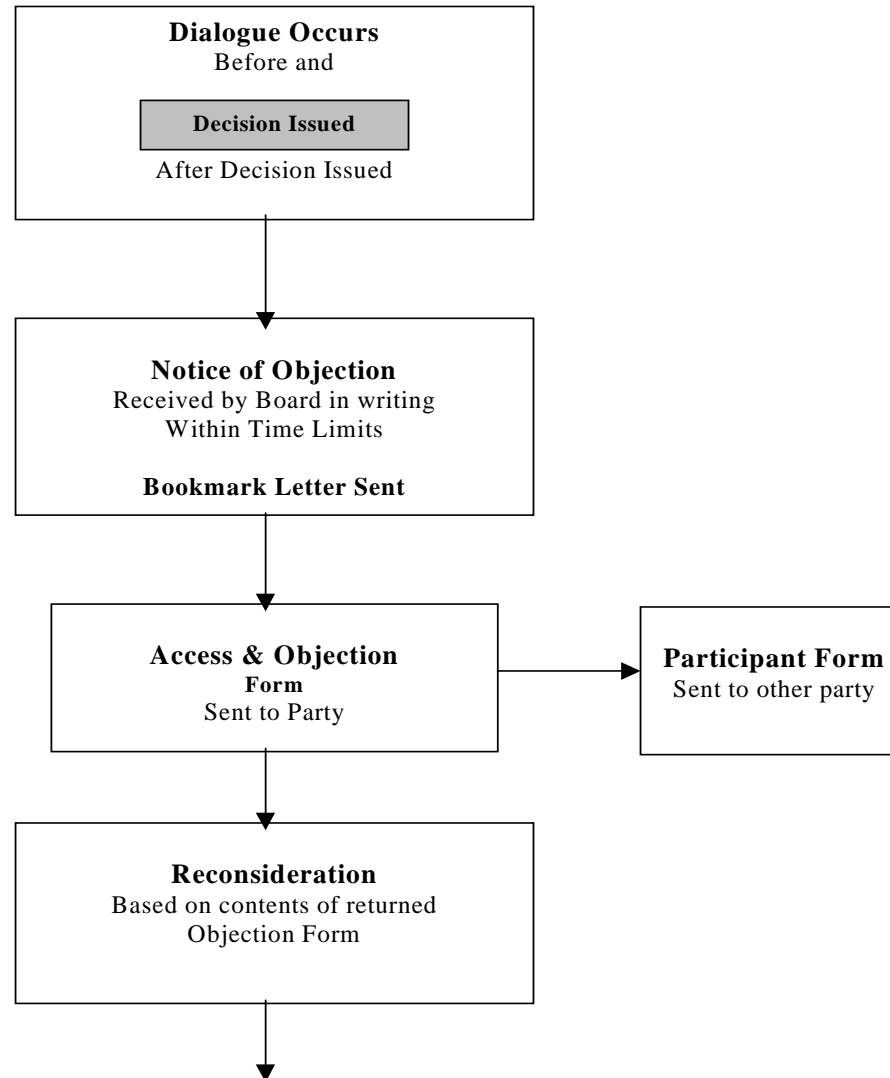
Grant McCaffrey

Mark Evans

Appeals Branch

Early Resolution Process

Overview



2007 APPEALS SYSTEM

- File Access/Objection Forms issued (following initial dispute resolution efforts by front-line decision-maker):

28,752

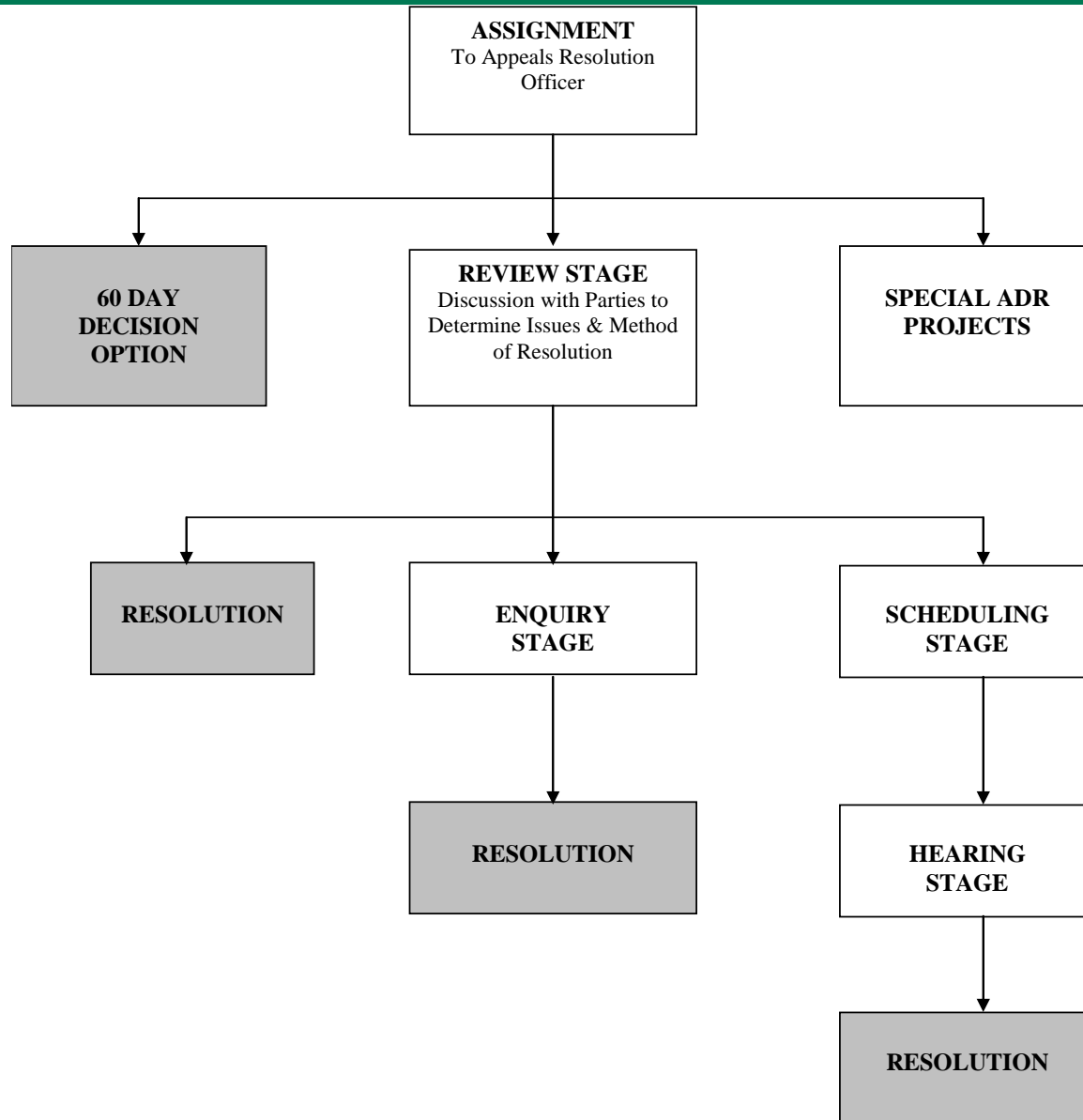
- Completed Objection Forms returned to decision-maker to reconsider:

10,137

- Appeals referred to Appeals Branch:

8,966

Appeals Process Flow Chart



2007 NATURE OF RESOLUTIONS

- Decisions - 72%
- Agreements - 0.9%
- Withdrawals - 20.7%
- Returns - 6.4%

Q & A