

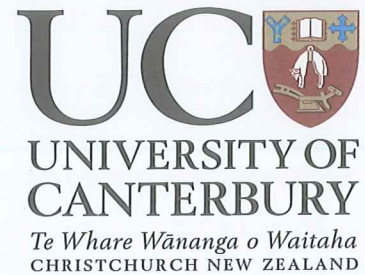
Office of the Registrar

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7 August 2014

Dan Hawke

By e-mail: Dan Hawke <fyi-request-1790-39edba5c@requests.fyi.org.nz>

Dear Dan,

OFFICIAL INFORMATION ACT REQUEST 14.23

I refer to your e-mail request for information on HR Dispute Resolution History at the University of Canterbury, dated 7 July 2014 which we received 8 July 2014.

You requested "some statistics regarding disputes between staff members (past and present) and the University of Canterbury" and clarified that for the purposes of the request, a timeframe from 1 January 2010. Specifically, you requested:

1. The number of personal grievance cases made by University employees (or alleged University employees), broken down by Union and non-Union members.
2. Of these cases, the number that either party requested mediation for the matter, again broken down by Union and non-Union members.
3. Of these cases, the number that the University of Canterbury refused to enter into mediation, also broken down by Union and non-Union members.

Below is the response from HR:

1. The University does not keep records in one place of personal grievances, and cannot accurately state the number of personal grievances since 1 January 2010. There is no central depository for personal grievances. In order to specify the numbers of personal grievances, and then specify union/non union members, we would have to read through every employee's and ex-employee's file, read through all the many thousands of emails and check with all managers, ex managers and the HR Advisors and ex-HR Advisors from across the institution. Further, we sometimes resolve personal grievances through discussions without any written record of it being resolved.

For all these reasons, this section of your request is declined under s18(f) in that the information requested cannot be made available without substantial collation or research. The University has considered fixing a charge under s18A(1)(a), but is of the view that without further specificity such a charge could not be set owing to the request's significant scope.

2. As above, the University does not keep records of the number of times mediation is requested. Often the request is made verbally and we have no way of knowing how many times this has occurred. We do not keep records of whether individuals who request mediation are union or non-union members. We can say that the University has attended mediation in relation to personal grievances three times since 1 January 2010, two were represented by a union and the other employee was not represented by a union. We have also attended mediation twice for disputes, both times with a union.

For all these reasons, this section of your request is declined under s18(f) in that the information requested cannot be made available without substantial collation or research. The University has considered fixing a charge under s18A(1)(a), but is of the view that without further specificity such a charge could not be set owing to the request's significant scope.

3. The University does not document the number of times mediation is refused, and therefore this aspect of your request is refused under s18(e), in that that the document alleged to contain the information requested does not exist.

I trust that this answers your questions. You have the right, under s28(3), to seek an investigation and review by the Ombudsman into this matter.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Tom Norcliffe', with a long horizontal flourish extending to the right.

Tom Norcliffe
Information and Records Manager