



MAKING OBJECTIONS OR COMPLAINTS

For Employees Not in a Union

This fact sheet is to help employees, who are not in a union, to make an application to the Pay Equity Commission, to object to a pay equity plan or to complain about pay equity in their work places. Employees represented by a union should contact their bargaining agent.

What kinds of objections or complaints can I make?

You can make an objection that you disagree with the posted non-union pay equity plan in your workplace.

Objections should be made as soon as possible after the plan is posted, since there are time limits in the *Act*.

You can make a complaint that:

- Pay Equity has not been done.
 - The pay equity plan that includes your job does not comply with the *Act*.
 - The pay equity plan is not being implemented according to its terms.
 - You have been fired, penalized, or harassed because of pay equity.
 - There have been changes in the workplace that make the pay equity plan no longer appropriate. (For example, significant changes to job duties, or a sale of business.)
 - Pay Equity is not being maintained. (For example, the male job class that your job was compared to received an increase and your job did not.)
 - Although there are no time limits for making complaints, they should be made as soon as you are aware of any problems.
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How do I make an objection or a complaint? What do I need to do?

Talk to a Client Services Representative (CSR) at 1-800-387-8813, who completes the application over the phone, or will send you an application to complete. (The application form asks for some basic information about why you're complaining, who your employer is, and how to reach you or your employer).

You can withdraw your application at any time if you change your mind.

What happens after I make an objection or a complaint?

The Pay Equity Office will open a file and as soon as possible and will send you the name of the Review Officer (RO) who has been assigned to investigate your case. If you complain that you have been penalized because of pay equity, your complaint will be handled immediately. If you need information or have a problem before you hear from an RO, contact a CSR at the numbers listed below.

Can I request that my name be kept from my employer?

Yes. If you want to keep your name confidential, you can indicate this on the Application. You can also have another person (called an "agent") make the objection or complaint for you, or you can make a group objection or complaint with your co-workers. However, to investigate your complaint, the Review Officer must tell your employer that a confidential complaint has been made. In some cases, your employer may have reason to identify you as the complainant, even though the Review Officer has not identified you. The Review Officer will discuss all of this with you before contacting your employer.

How long will it take to resolve my case?

It depends on, for example, how complicated your case is, the number of issues, and the cooperation of those involved. While there is no typical time frame, many cases are resolved within one year.

How do I get more help or information?

In the greater Toronto calling area, call (416) 314-1896, or toll-free outside Toronto 1-800-387-8813. Visit our website at www.payequity.gov.on.ca or e-mail us <mailto:pecinfo.pecinfo@ontario.ca>.

All communications are confidential.

The Pay Equity Commission

This fact sheet is for information only, and is not intended to restrict Review Officers or the Pay Equity Hearings Tribunal in their determination of matters. Refer to the *Pay Equity Act* for exact interpretation.

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