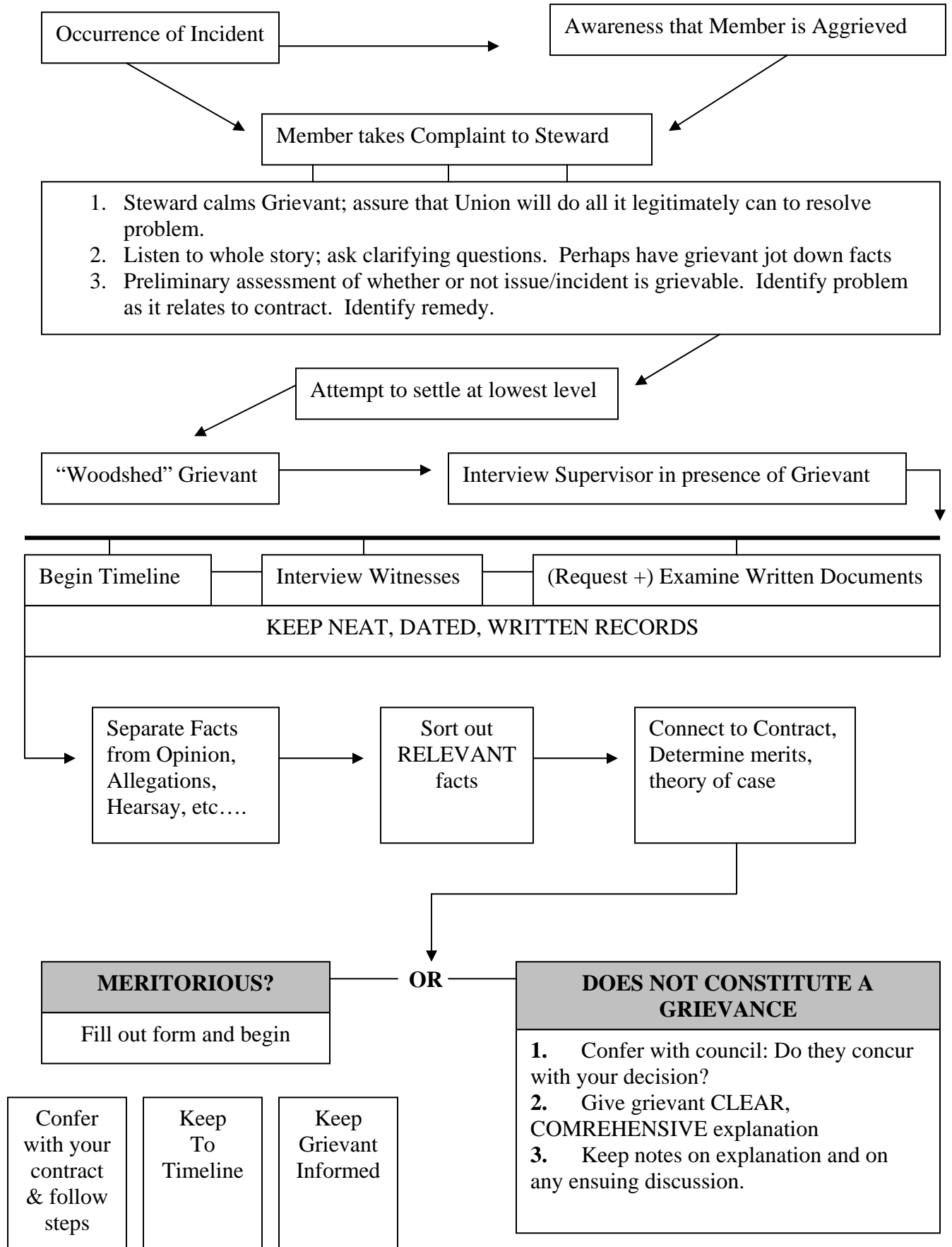


Grievance Flow Chart



Occurrence of Incident

Awareness that Member is Aggrieved

Member takes Complaint to Steward

1. Steward calms Grievant; assure that Union will do all it legitimately can to resolve problem.
2. Listen to whole story; ask clarifying questions. Perhaps have grievant jot down facts
3. Preliminary assessment of whether or not issue/incident is grievable. Identify problem as it relates to contract. Identify remedy.

Attempt to settle at lowest level

“Woodshed” Grievant

Interview Supervisor in presence of Grievant

Begin Timeline

Interview Witnesses

(Request +) Examine Written Documents

KEEP NEAT, DATED, WRITTEN RECORDS

Separate Facts from Opinion, Allegations, Hearsay, etc....

Sort out RELEVANT facts

Connect to Contract, Determine merits, theory of case

MERITORIOUS?
Fill out form and begin

DOES NOT CONSTITUTE A GRIEVANCE

1. Confer with council: Do they concur with your decision?
2. Give grievant CLEAR, COMPREHENSIVE explanation
3. Keep notes on explanation and on any ensuing discussion.

Confer with your contract & follow steps

Keep To Timeline

Keep Grievant Informed