

# Grievance Report

## How to Investigate a Grievance

1. Interview the grievant and write down dates, facts, and witnesses.
2. Ask questions for clarification and additional information.
3. Interview the involved supervisor and witnesses. Keep a written record.
4. Examine all records which have a bearing on the incident.
5. Separate the facts from opinions and allegations.
6. Determine which facts are relevant to the matter in dispute.
7. Fill out the grievance form in full and have the grievant sign it.

## The Crucial “W’s” of Grievance Investigation

### WHO is Involved?

1. Grievant (employee, employees, the union?) \_\_\_\_\_
2. Responsible management person(s) \_\_\_\_\_
3. Witness(es) \_\_\_\_\_

### WHEN did it happen?

1. Time and Date of event. \_\_\_\_\_

### WHEN must grievance be filed?

1. Informal conference \_\_\_\_\_
2. First formal step \_\_\_\_\_

### WHERE did it happen? \_\_\_\_\_

### WHAT happened?

1. What did some management representative do or fail to do that gives rise to the complaint?  
\_\_\_\_\_
2. What must be done to make the grievant WHOLE? \_\_\_\_\_
1. Corrective action requested. \_\_\_\_\_
2. What would we settle for? \_\_\_\_\_

### WHY is it grievable?

1. Specifically what is wrong with “What Happened”?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. Contract language or policy violated (cite article, section, paragraph, page number, etc.) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_