

Grievant/Federation Rights

1. A grievant has the right to have a Federation representative present at any step in the grievance procedure.
2. The Federation has the right to appear at any level of the grievance procedure.
3. A grievant has the right to be present at all hearings.
4. All grievance records must be filed separately from personnel files.
5. A grievant shall not be subjected to reprisals

NOTES

1. Read sections 300, CFT or Article 5, ACPSOP, of the contract for the specific language.
2. The goal should always be to resolve the grievance or the complaint to the satisfaction of the grievant as quickly, and as informally as possible (at the lowest possible level).
3. The Federation Building Rep and/or the Federation representative should always be present. Do not allow grievant's to act alone or represent themselves in a meeting.

Tips on Processing (and resolving) Grievances (and complaints)

1. Know the contract, especially provisions relevant to the case at hand.
2. Be a good listener. Listen to the grievant's problems. Listen to the principal's version. TAKE NOTES.
3. Weigh the merits of the case. Advise the grievant as to the proper course of action.
4. Build a rapport with your principal or administrator. A good working relationship will enhance prompt and satisfactory INFORMAL resolutions to many problems.
5. Deal with the facts.
6. Stick to the point.
7. The goal is Satisfactory Resolution of the Grievance. Resolution does not necessarily mean total victory (although it may). It more frequently means reaching an agreement with which all parties can live.
8. Be positive and confident. Impress upon the principal or administrator that there is no doubt in your mind as to the merit of the grievance.
9. Disagree with dignity. Be polite and courteous.
10. Maintain a united position. Both the grievant and CFT/ACPSOP representative should know the facts and issues, what to say, and what not to say. If a problem arises, take a caucus and work it out in private.
11. Report the results. Both to the other teachers and office employees in the school or office (if the grievance is not of a confidential nature and if the grievant does not object) and to the Grievance Committee Chair (if he/she was not present at the hearing.)
12. Be timely in filing. You have 15 work days to file a grievance.

Remember: The only time to present a grievance is AFTER you have gathered all the facts and fashioned all your arguments.