

GRIEVANCE HANDLING CHECKLIST

1. Know the contract grievance definition and procedure.
2. Consider the merits of every grievance.
3. Thoroughly investigate the grievance.
4. Obtain evidence from the grievant, from witnesses, and obtain relevant documents (memos, etc.).
5. Make and keep notes (including time, date, individuals present).
6. Obtain grievance number from the Union.
7. TYPE THE GRIEVANCE: USE PROPER SPELLING AND PROPER PUNCTUATION.
8. Process the grievance timely according to the contractual provisions.
9. Treat all members of the bargaining unit equally.
10. Keep the grievant informed.
11. Have a valid reason for any action taken on a grievance.
12. If a grievance lacks merit and cannot be won at arbitration, it should be withdrawn only upon direction of the Union.
13. Settle grievances where appropriate, with approval of the Union.
14. Never swap settlement of one grievance for another grievance.