

GRIEVANCE HANDLING CHECKLIST

1. Know your contract grievance definition and procedure
2. Consider all grievances on their merit
3. Investigate the grievance thoroughly.
4. Obtain evidence through the grievant, witness and documents (memos, etc.)
5. Make and keep notes.
6. TYPE THE GRIEVANCE, PROPER SPELLING, PROPER PUNCTUATION.
7. Process the grievance timely according to the contractual provisions.
8. Evaluate the grievance and the remedy requested.
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 If a grievance lacks merit and cannot be won at arbitration, it should be withdrawn.
13. Prepare the grievance from the start as though it was going to arbitration.
14. Settle grievances where appropriate.
15. Never swap one grievance for another.