

## **PART 5 - CHECKLIST FOR GRIEVANCE HANDLING (1000)**

(September 1988)

### **I GET THE GRIEVANCE**

- \_\_\_\_\_ Let the grievant tell his/her story
- \_\_\_\_\_ Do not personalize the issue
- \_\_\_\_\_ Take notes, keep a record
- \_\_\_\_\_ Understand the action requested
- \_\_\_\_\_ Ask the employee to repeat the story
- \_\_\_\_\_ Repeat the essentials of the grievance to the employee in your own words

### **II GET THE FACTS**

- \_\_\_\_\_ Check applicable contract provisions
- \_\_\_\_\_ Check departmental policies and practices
- \_\_\_\_\_ Check previous grievance settlements for precedent
- \_\_\_\_\_ Talk with other supervisors about similar experiences
- \_\_\_\_\_ Seek advice, if necessary
- \_\_\_\_\_ In deciding, give benefit of doubt to management
- \_\_\_\_\_ Research a preliminary decision and check with your administrative officer or supervisor

### **III GIVE YOUR ANSWER**

- \_\_\_\_\_ Make sure any action you promised was carried out
- \_\_\_\_\_ Explain your position orally
- \_\_\_\_\_ Write a simple answer to the grievance
- \_\_\_\_\_ Once it is made, stick to your decision

### **IV FOLLOW UP**

- \_\_\_\_\_ Make sure any action you promised was carried out
- \_\_\_\_\_ Be alert to situations that may cause grievances
- \_\_\_\_\_ Correct such situations, if appropriate
- \_\_\_\_\_ Explain change to your employees
- \_\_\_\_\_ Be consistent

\_\_\_\_\_ Train subordinate supervisors

\_\_\_\_\_ Remember—you represent management

\_\_\_\_\_ If you have done all of the above, expect management's support

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