

COMMUNICATION WORKERS OF AMERICA

GRIEVANCE GUIDE

(For all Grievances except those involving Promotion and Discipline)

Local: 3204

Location: Atlanta, Georgia

Grievant(s) or work group:

Grievant's full home address:

Date Grievance occurred:

Date Grievance Filed:

Date Grievance appealed to Executive Level:

I. Issue or Condition Involved

II. Action Taken

III. Chronology of facts pertaining to Grievance List by dates any and all incidents, conditions, etc., that is relevant to grievance.

IV. Analysis of Grievance

Analyze and state in narrative form both good and bad points. Factors that should be considered in making analysis:

1. Whether or not the factual situation is clear.
2. Were time limits adhered to?
3. Past Practice
4. Was the Company's action contractually correct?
5. Was face-saving a factor for either the Union or Company?
6. Can this issue be arbitrated?
7. Was the position taken by the Union reasonable?
8. Attach any records and statements pertinent to issue.

V. Current Status of Grievant

VI. Conditions that caused the grievance

Relate any subsequent facts that should be considered including current performance, etc.

VII. UNION POSITION

- 1. Summarize the Union's argument, demand and contention.**
- 2. Indicate any and all settlement proposals.**
- 3. Comment on strong and weak points in union position**

VIII. Company Position

- 1. Summarize Company's position.**
- 2. Comment on strong and weak points in Company's position.**

IX. Potential Witnesses List name of all Company and Union Witnesses and predict their effectiveness, if needed to testify. This prediction should be based on your personal knowledge of people involved or by verification through reliable sources.

IX. Recommendation

Make recommendation and state the reason why the Union's position should or should not be upheld