

WRITING A GRIEVANCE

When a steward has determined that a grievance exists, he/she must write a formal complaint. As an aid in doing this, the steward should answer the five W's- the Who, When, Where, Why and What of the grievance.

THE FIVE W's

WHO: Identify the worker who has a grievance and all parties involved.

- a. Name(s)
- b. Identifying number(s)
- c. Department(s)
- d. Shift(s)
- e. Job classification(s)
- f. Name of management representative responsible for the grievance.

WHEN: The time element

- a. Date the grievance is actually written.
- b. Date and time the grievance occurred.
- c. Date of hearings.
- d. Dates of management answers (decision).

WHERE: Identify the location, department & place where the grievance occurred.

WHY: This is the heart of the grievance.

- a. What happened?
- b. Who was involved?
- c. Why do you consider this a grievance?
- d. What has been violated?

WHAT: The remedy or relief desired.

- a. What must be done to completely correct the injustice and place the aggrieved in the same position, had he/she not been harmed by the action?

When the steward has answers to the five W's, he/she is ready to write the grievance.