

Staff Rep Grievance Handling Checklist

		Yes	No
A.	Do I know the collective agreement?		
B.	Have I contacted the local office?		
C.	Have I recorded the facts?		
	• Who is involved?		
	• What happened?		
	• When did it occur?		
	• Where did it occur?		
	• Why is this a grievance?		
	• What do we want?		
D.	Have I assessed the grievance?		
	• Does the contract language support the grievance?		
	• Have I identified which articles are violated?		
	• Am I aware of similar grievances?		
	• Did I inform/get advice from the local office?		
E.	What do I advise the grievor?		
	• Did I share assessment of the case with grievor?		
	• Did I tell the grievor:		
	- to update me on any new developments?		
	- not to discuss resolution with the AO?		
F.	Am I ready to meet with the AO?		
	• Do I fully understand the language and issues?		
	• Did I fully prepare the member for the meeting?		
	• Am I sure about any possible resolution?		
	• Do I need further discussion with the local?		
	• Have I used the request form?		
	• Is it within 30 working days?		
	• Have I completed the step one report and submitted it to the local?		
G.	Who is attending the step one meeting?		
	• Who will be taking notes?		
	• Did I fully prepare the member for the meeting?		
	• Am I sure about any possible resolution?		
	• Do I need further discussion with the local?		