

# WHAT IS A GRIEVANCE?



## GRIEVANCE DEFINITION:

A claim by member(s) that there has been an alleged violation, misinterpretation or misapplication of a specific article or section of the contract, past practice, laws, and employer policies. In short, a grievance is a problem-solving device. It allows for a constructive and orderly resolution to contract disputes.

## PAST PRACTICE:

- Refers to a practice that has been recognized and accepted by the parties and used several times in the past.
- It is sometimes the last resort for dealing with a grievance by considering the way which a similar issue was filed.

## INDIVIDUAL GRIEVANCES

When an individual employee grieves against a management action.

EXAMPLE: A member didn't get paid time and a half when he/she worked overtime.

## GROUP GRIEVANCES/ALL AFFECTED (CLASS ACTION)

This type of grievance is when a team or a group collectively grieves against the management

EXAMPLE: When the company didn't give members their negotiated raises. filed



Questions? Contact Member Action Center 312-787-5868

HOURS: M-TH 9a.m.-5p.m., Fri 9a.m.-4p.m.



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- A complaint that is not a violation of the contract, laws, past practice, or the employer's policies.
- Personal Problem, managements rights, complaint against other members, and false claims.
- If there is a disagreement arising between members, there is not a contractual provision to settle such a dispute.

### EXAMPLES:

- Member is complaining that their co-worker is swearing at them about one thing after another...
- A security guard that works at a High School calls and complains because the Principal is making them stand and told them they can't sit down anymore.

## IMPORTANT REMINDERS:

- Grievances address specific violations of contract language or contract practice.
- Keep in mind that filing a grievance may not necessarily be the best first step to take. Many situations can be resolved without filing grievances. The approach we take and the tone we use may determine how quickly a situation can be resolved.
- Our responsibility is to make sure that the terms of the contract are upheld and that the terms and conditions of employment are applied equally to all members in a fair and consistent manner.
- Grievances cannot be filed by one member against another member. Though we may be asked to informally mediate interpersonal disputes, they are not grievances unless they involve alleged violations of the contract by the management.