

Grievances:

What to know before you grieve



Know the contract!

If you have not yet read through the Collective Bargaining Agreement (CBA), do it now!



Most popular articles: 4, 5/6/7, 13, 17



PDF Finder: Ctrl + F or Command + F to shortcut to a specific topic



Ask a rep if you are unsure what an article means.

Assess the severity of the issue.

Give

Give yourself time to think and space to check in emotionally before you act.

Contact

Then, contact a grievance or division representative as soon as possible. They can help clarify contract language and guide you toward steps that works best for you.

Know

Know your rights. Be led by knowledge instead of fear to ensure the best possible outcome.

Remember

Remember: In disputes, restraint and respect can be challenging; they are also vital practices toward resolution. Always act in ways that protect you foremost.

Keep all documentation.

Do

- Do this always--before, during, and after a grievance.

Avoid

- Avoid any contingent communication with management that is not documented (such as phone calls, informal chats, etc.).

Share

- Only share what is necessary to get your point across. Details can sometimes work against you.

Have patience.

Grievance procedures are often drawn-out and require a considerable amount of labor for everyone involved.

No grievance outcome is guaranteed. Prepare yourself mentally for all possibilities.

Review Article 24 to clarify timelines and necessary steps in the grievance process.

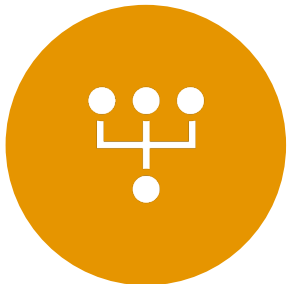
Grievance reps deserve respect.



Your grievance representative is exactly that—not a friend, not a customer service agent, and definitely not a magician.



Remember that your rep is likely dealing with several grievances at once—in addition to their other union obligations and teaching load—so they will respond in a timely manner.



The more complicated the issue, the more work the rep does to ensure efficacy (such as working with CTA officials, drafting specific labor documents, etc.). The more work a rep does for your grievance, the longer you can expect to wait for certain information.



Your union rep is legally and contractually obligated to respect your privacy as well as the privacy of the grievance process. It is in your best interests to do the same.