



# Key Grievance Questions

PSU-AAUP investigates every complaint made by a member, and by doing so, obtains information needed to determine the most advantageous course of action. If you are a bargaining unit Member who believes that a contract agreement clause or past practice has been violated, misinterpreted or applied unfairly, please answer as many of the following questions as you can. You may want to seek assistance from a PSU-AAUP Officer in answering italicized questions.

## WHO

- Who are the people involved in the violation?
- Who are the witnesses?
- Who is the administrator in charge?
- *Who can resolve the grievance?*
- *Who will stand behind the claim?*

## WHAT

- What is the complaint?
- What is asserted to have been done or not done?
- *What rule, regulation or policy has been violated?*
- *What are the areas of the Contract that might apply?*

## WHEN

- When did the incident occur?
- *Is it within the time limits required to file a grievance?*

## WHERE

- Where is the violation alleged to have occurred?
- *Where is the appropriate level to enter the grievance?*

## WHY

- Why did the issue occur?
- Is it possibly a result of misunderstanding?
- *Is such an incident grieve-able under the terms of the contract, board policy or administrative directive?*

## HOW

- How has the member been affected?
- How is the bargaining unit affected?
- How have such matters been resolved in the past in your department or area?
- *Does the bargaining unit have a position regarding the provision violated?*
- *How should this issue be processed?*