

## **The Five W's**

### **Essential Information for Filing a Grievance**

- **WHO:** Who was involved in the grievance?

List name, department, job classification, shift. Include the name of the management representatives involved.

- **WHAT:** What is the grievant's story? Management position?

The reports of witnesses?

Collect all the facts you can, always looking for "hard" facts but accepting and weighing "soft" facts and different versions.

- **WHEN:** When did the incident or condition occur?

Give dates and times as accurately as possible.

- **WHERE:** Where did the grievance take place?

Give the exact location, department, area, etc.

- **WHY:** Why is this a grievance? What has been violated?

The contract? Federal, state, municipal laws? Past practice? Workers' rights?

Previous ruling or awards?

*And last, but not least,*

- **HOW:** How does the employer remedy the grievance/complaint?

What adjustments are necessary to correct the situation?

How can you return the aggrieved worker to the same condition had the violation not occurred.