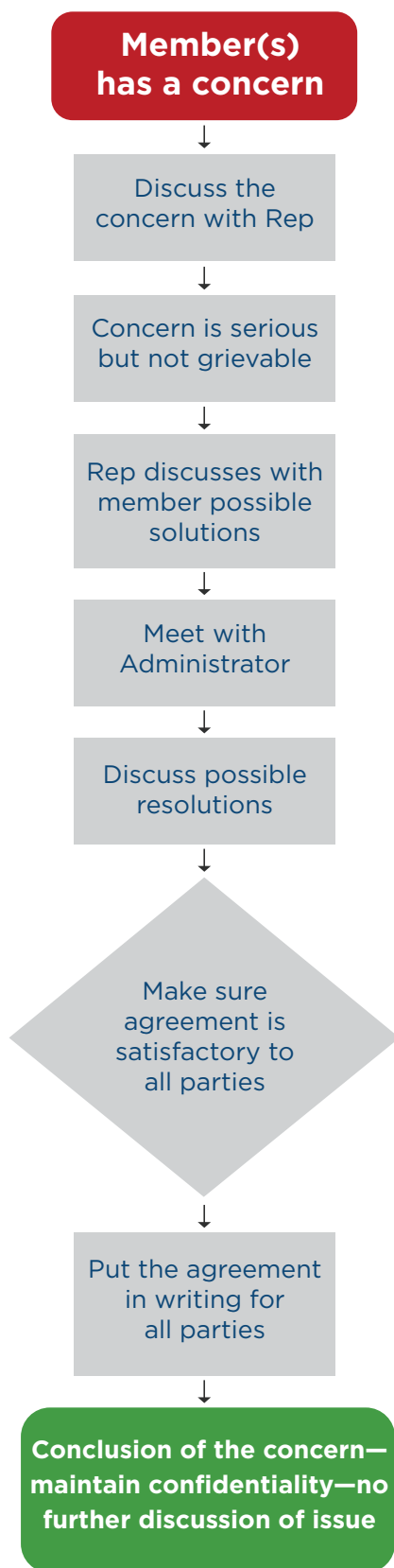


# CHECKLIST FOR HANDLING MEMBER CONCERNS



## Basic Preparation for any Member concern

- Get all the facts and information from the support person or teacher who has the complaint.
- Get details—for example, dates, examples, witnesses, correspondence, etc.
- Ask probing questions so that you can get the full story on the issue.
- Be sure to take notes so that you have a record and can check back to verify the facts.
- Get additional facts to support the complaint.
- Check School Board policies and regulations.
- Determine whether or not the concern is a grievance.

## If the complaint is NOT grievable (does not violate the contract)

- Explain to the support person/teacher why his/her complaint is not grievable. Then follow the process in the flow chart at right.
- The rep then acts as a facilitator or mediator.
- Advise the member that he/she may contact the local office; however, it is preferable that they work through you.

## If the complaint IS grievable (violates the contract)

- Determine which Article (s) of the contract has been violated.
- Gather supportive data.
- Determine the remedy/settlement sought by the grievant.
- Discuss the problem informally within 15 days of the violation with the principal or immediate supervisor in order to reach a settlement.
- If no agreement or settlement is reached, talk with the president or staff person about filing a level I grievance.