

GRIEVANCE HANDLING CHECKLIST



GET THE FACTS

#BACKTOTHEBASICS
SERIES

When? Who?
Where? What?
Why?

STUDY THE PROBLEM

Is it a grievance?
Individual or collective?
Can you succeed?

INVESTIGATE

Witnesses; Agreements;
Union policy; Inspection
Documents; Law

CONSULT

Shopstewards
Organiser

PLAN & PRESENT

Formulate grievance clearly
Demands
Pressure/Arguments
Giving evidence

MEMBERS

Inform at every stage