

# Strategic Grievance Handling Checklist

**Based on your investigation, is this a good grievance?**

- Did things happen the way the member claims?
- Was the contract or something else clearly violated?
- Based on past grievances, how likely are we to win this one?
- How is an arbitrator likely to rule?
- Is there enough of a case to file a credible grievance?
- Is this better solved informally or by counseling the member?

**Has this been grieved before?**

- If so, what happened?
- What can we learn from previous grievances on how to write or present this one?
- Who can give you advice?

**Is this a purely individual problem or does it affect others?**

- Should you file a group grievance?
- Can we call together affected members to discuss best ways to address the issue?

**What opportunities does this grievance give us to educate members and build our union?**

- Does it highlight a part of the contract that members should know more about?
- Can we keep the members informed of the progress of the case?
- What actions can members take to support the grievance?

**Is this a continuing problem or a one-time occurrence?**

- If management is violating the same contract provision repeatedly, your grievance and the requested remedy should be broader than if it is a one-time occurrence.
- Look for additional ways to pressure management to honor the contract.

**What is the source of the problem?**

- Is there a bigger issue behind the incident that caused the grievance?
- Try to address the problem at its source so it doesn't happen again.

**Who has the power and authority to resolve the issue?**

- You don't want to spend a lot of time and energy talking to someone who does not have the ability to resolve the issue. Once you find the person with the ability to resolve the issue, you can think about the best way to approach and persuade that person.

**Besides a grievance, how else can we resolve this problem?**