

TIPS ON IMPROVING CASE FILE SUBMISSIONS
TO THE
DISPUTE RESOLUTION TEAMS

Case file

- 1) Make it easy for the Step B Team.
- 2) Layout the case in logical, level of importance order. (Step A Form, Letter of Charges, Statement from grievant, witnesses, supporting documentation etc.
- 3) Avoid duplication of documents.
- 4) Agreed to undisputed facts do not have to be supported by documentation.
- 5) Clear, readable statements.
- 6) Clear, readable copies.
- 7) Identify (mark) your documents to make them easy to find/reference.
- 8) Highlight/circle important or critical sections.
- 9) Provide a simple index for complicated cases.
- 10) Provide arbitration cases but don't over do it. Highlight critical sections.
- 11) Provide previous Step B decisions from the office. Also from other offices if possible. While outside decisions are not binding it can serve as a reminder to the Step B Team.
- 12) Prepare the case as you would to an Arbitrator.

Joint Step A Form (PS Form 8190)

- 1) Fill in the Blanks. All of the blanks must be filled in. They are there for a reason.

- 2) Issue Statement. Specifics, avoid enforcing entire article or a long narrative. What in Article 8 or 15. If Article 16: Just Cause, what part of Just Cause, thorough investigation, timely manner, punitive rather than corrective? Back it with documentation.
- 3) Undisputed Facts section can win a case.
- 4) Remedy. The last offer from **both** sides must be outlined. If no offer made by management, this is put in the remedy blank.

Evidence

- 1) Avoid long narrative by the Step A Representative.
- 2) Statement from grievant should be included.
- 3) Make sure the document you are providing can be understood by the Step B Team (Example seniority lists/overtime tracking lists).
- 4) Pre-Disciplinary Interview, questions and answer from the union.
- 5) Documentation, documentation and documentation. Specific types of cases require specific documentation. Attendance Cases: PS Form 3971 & 3972 and medical documentation for absences.
- 6) Statements should be supported by documentation. A request for COS supported by a PS Form 3189. A Request for Sick/Annual leave supported by a PS Form 3971.
- 7) **Uncontested statements are considered an undisputed fact.**
- 8) Witness statements. In addition, Question and Answers of witnesses are extremely useful to support the case.

Adhere to timeframes

- 1) It is to our advantage to meet timeframes, not management's.
- 2) Shop Stewards are critical and should provide the bulk of the evidence, but the Formal Step A Representative can and should use the approximately 14 days from the Informal Step A to the Formal Step A Meeting wisely. As soon as the Formal Step A Representative receives the case file review it, critique it, add to it.
- 3) File Article 15 grievances for non-compliance of any particular step or non-compliance of a Step B Decision.
- 4) Enforce the one-day Formal Step A Meeting timeframes.
- 5) Make/receive decision, send case file to the next step/level.
- 6) Take care to note any exception to the process. CYA, document the agreed to exceptions.