

# California State University Employees' Union Grievance/Complaint Investigation Guide

Chapter Number and Name \_\_\_\_\_

Name of Grievant \_\_\_\_\_

Home Address: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Department: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Bargaining Unit: \_\_\_\_\_ Classification: \_\_\_\_\_

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Bargaining Unit: \_\_\_\_\_ Classification: \_\_\_\_\_

**DESCRIPTION OF ACTIVITY**

1. INITIAL CONTACT WITH GRIEVANT(S)

a. Issue(s)

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2. REVIEW OF CONTRACT (Possible violation of recognition Article and

a. Review of other possible violations (Chancellors Executive Orders, University Policies, Department Rules, Side Letters, Federal or State Codes and Regulations, etc.)

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b. Are there established “past practices” regarding this matter?

Yes \_\_\_\_\_ No \_\_\_\_\_

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c. Preliminary Conclusion: Is there an apparent issue to pursue?

Yes \_\_\_\_\_ No \_\_\_\_\_

3. Interview Of Grievant(s)

**Date**

A. Grievant(s) contact representative concerning issues \_\_\_\_\_

B. Representative meets with grievant(s) \_\_\_\_\_

C. Representative completes Initial interview Data form \_\_\_\_\_

**Description of Activity**

Interview(s) with Grievants (Continued)

D. Collect documentation in possession of grievant(s) \_\_\_\_\_

E. Provide copy of signed Statement of Rights and Responsibilities Form to grievant(s) \_\_\_\_\_

**4. Interview(s) with other employees (witnesses, etc.)**

A. Name \_\_\_\_\_ Title \_\_\_\_\_  
E-mail \_\_\_\_\_ Phone \_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

B. Name \_\_\_\_\_ Title \_\_\_\_\_  
E-mail \_\_\_\_\_ Phone \_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

C. Name \_\_\_\_\_ Title \_\_\_\_\_  
E-mail \_\_\_\_\_ Phone \_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

D. Name \_\_\_\_\_ Title \_\_\_\_\_  
E-mail \_\_\_\_\_ Phone \_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

**Description of Activity**

Interview(s) with other employee(s) (Continued)

E. Name \_\_\_\_\_ Title \_\_\_\_\_  
E-mail \_\_\_\_\_ Phone \_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

F. Name \_\_\_\_\_ Title \_\_\_\_\_  
E-mail \_\_\_\_\_ Phone \_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

G. Name \_\_\_\_\_ Title \_\_\_\_\_  
E-mail \_\_\_\_\_ Phone \_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

Conclusion: Does Information gained confirm violation? Yes \_\_\_\_\_ No \_\_\_\_\_

**5. Contacts with Management** (supervisor, appropriate administrator, etc.)

A. Name \_\_\_\_\_ Title \_\_\_\_\_  
E-mail \_\_\_\_\_ Phone \_\_\_\_\_

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

**Description of activity**

**Contacts with Management (Continued)**

B. Name \_\_\_\_\_ Title \_\_\_\_\_  
E-mail \_\_\_\_\_ Phone \_\_\_\_\_  
Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

C. Name \_\_\_\_\_ Title \_\_\_\_\_  
E-mail \_\_\_\_\_ Phone \_\_\_\_\_  
Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

Conclusion: Does information gained confirm violation? Yes \_\_\_\_\_ No \_\_\_\_\_

**6. Review Data**

a. If information and documentation collected to date is unclear, insufficient, contradictory or unverifiable, note discrepancies:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

Conclusion: Is there still a possibility of a violation? Yes \_\_\_\_\_ No \_\_\_\_\_

**7. Re-interview grievant(s)**

a. Investigate for clarification and corrections, new information. Note results.  
\_\_\_\_\_  
\_\_\_\_\_ Date \_\_\_\_\_

**Description of Activity**

Re-interview grievant(s) (Continued)

b. Review personnel files, other documents.

Data discovered \_\_\_\_\_  
\_\_\_\_\_  
Date \_\_\_\_\_

Conclusions: Should the matter be pursued? Yes \_\_\_\_\_ No \_\_\_\_\_  
If yes, why? If no Why \_\_\_\_\_  
\_\_\_\_\_  
Date \_\_\_\_\_

**8. Decision Regarding Disposition**

a. Pursue as a grievance Yes \_\_\_\_\_ No \_\_\_\_\_

Handle personally \_\_\_\_\_ Delegate to \_\_\_\_\_ Date \_\_\_\_\_

b. Pursue as a complaint Yes \_\_\_\_\_ No \_\_\_\_\_

Outside Agency \_\_\_\_\_ Agency \_\_\_\_\_

c. Referred to \_\_\_\_\_ for further information Date \_\_\_\_\_

d. Referred to \_\_\_\_\_ for further action Date \_\_\_\_\_

Action requested \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Description of Activity**

**9. If grievant(s) appeal to CSUEU, explain actions taken or not taken during appeal process. Attached to File on: Date**\_\_\_\_\_

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**10. Additional Notes:**\_\_\_\_\_

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