

Problem Assessment

Grievance:

A grievance is a violation misinterpretation or misapplication of the Memorandum of Understanding Between CSEA and the Board of Trustees of the CSU. The MOU is our Collective Bargaining Agreement with the CSU, or our contract. Grievances and the special definitions that pertain to the grievance process are contained in Article 7 of the MOU. We are charged with representing all of the employees in Bargaining Units 2, 5, 7, and 9 in the CSU system for any contract violations.

Complaint:

A complaint is not a violation of our MOU, instead it is when the university violates one of its own policies. The specifics of the complaint process are located in Article 8 of the MOU. Being that a complaint is not a violation of the contract CSEA does not have a Duty of Fair Representation to represent non-members in the complaint procedure. For example the university has policies on non-discrimination and nepotism, a violation of those policies would be a complaint. A discrimination issue could also be a violation of state and federal laws.

Gripe:

What is a gripe? Many employees believe that a gripe is a grievance. They feel that they have been visited by an injustice and they want the situation righted. A gripe is not a contractual violation nor is it a violation of university policy. A gripe can be unfair or unjust but it is not unlawful. For example an employee charges that their supervisor treats them differently than their co-workers, but the treatment does not give rise to a level that could be classified as discrimination. There is nothing in the contract that requires your supervisor to get along with you, or that they can not enjoy a better working relationship with one employee than another.