

Grievance Handling

A Problem is considered grievable if:

Example: When provisions in a CBA is not implemented (i.e. increase on wage)

And Non-grievable if:

Example: Personal, family-related and community-related problems, such as husband and wife conflict, poor socialization, etc.

Grievance defined:

Grievable Problems Workers Do Usually Encounter:

- CBA violations
- Employment-related problems that are not covered in the CBA;
- Violations of laws on labor and occupational health and safety;
- Unjust labor practices
- Violations of union policies
- Employer/Management practices that go against the standards of morality and ethics
- Sexual harassment
- Recently there has been an alarming rise in cases involving flexibilization of labor – sub-contracting, etc.

What should workers do when one has a grievance?

GRIEVANCE HANDLING...refers to the process of solving employment-related conflicts between a worker / union and the management.

Processes Involved in Grievance Handling:

- Interview
- Investigation – (includes statement of witnesses – make sure to give facts, not opinions in giving statements).
- Research and Documentation – gathering of literatures (labor laws, & legislations, Supreme Court Decisions).
- Counseling
- Drafting of necessary papers such as position papers, testimonies of witnesses, memoranda, complaints, etc.
- Hearing (know by heart the facts involved in the case: who, what, when, where, why and how).
- Settlement (it must be in the form of a written agreement, or reflected in the minutes of meeting)

THE GRIEVANCE MACHINERY:

It refers to the process of channeling grievances to the appropriate persons or authorities concerned from the moment they arise until they are finally settled.

Why Install Grievance Machinery?

- To promote industrial peace.
- To facilitate harmony between labor & management.
- To uphold justice.
- To practice voluntary means of settlement at the enterprise level.
- To prevent labor dispute.

Steps in Grievance Machinery:

- Fifth Step (Arbitration level)
- Fourth Step
- Third Step
- Second Step
- First Step

You can avoid grievances!!?

Here's How:

- Know and understand your CBA and your company rules and regulations (CRR).
- Make sure that both your union and the management has a common interpretation of the agreement and the CRR.
- Support the labor-management council.
- Avoid unbecoming behavior that goes against your CBA and CRR.
- Consult your bulletin board regularly.
- Know the latest developments about your union policies and your CRR.
- Keep an updated file of all memoranda, job orders and other pertinent documents.
- Exhaust all means to settle conflict.

BE INVOLVED IN THE UNION. A strong union is an effective deterrent to abuse or exploitation.