

Grievance Process

Every grievance begins as a complaint by:

- An Employee or;
- A group of Employees

A grievance is a concern, inquiry, or complaint (1) that the employer did or did not do something that they were supposed to do (2) that there has been a violation or misinterpretation of a specific term of the Collective Bargaining Agreement, Rules and Regulations or Guam Code Annotated (3) That an established policy or practice has been applied unfairly or inequitably.

NOTE: DOE Rules and Regulations, Par. 909.500, Sec. 909.501 (pg.94) When the grievance is well-founded, **management has both a duty and a need to eliminate the cause.** When the grievance is not well-founded, it is equally important to reach an understanding based on the full facts.

Although an employee may present a grievance to his supervisor concerning a continuing practice or condition **at any time**, we strongly encourage you to submit your grievance no later than March 10, 2014. (The step demotion is a continuing condition)

Step 1 – Informal Grievance (Principle)

- Let your supervisor know what your issue is and your desired remedy. This can be done via verbal communication.
- Note the date your supervisor was made aware of your grievance concern. (**Grievance time line begins on this date**)
- Your supervisor has 10 days to respond.
- Once your supervisor responds, the clock starts ticking for you to submit your Step 2.
- Submit your ticket online or contact the GFT office at 735-4390 or visit the GFT office in Mangilao.
 - Go to www.gftunion.com
 - Login by clicking on the login page in the upper left hand tab
 - Enter Username and Password. If you have not signed up for an account then click on “First Time Logging In? Setup My Account” and follow the instructions. If you encounter any problems, please contact the GFT Office at 735-4390 or email irish@gftunion.com
 - Click on the **Member** tab/button
 - Glide your cursor over **Service Tickets**
 - Click on **Create New Ticket**
 - **Complete the information**
 - Submit by clicking on **Submit Service Ticket.**
 - A ticket number will be generated for your confirmation and reference.

Step 2 – Formal Grievance Procedure (Deputy Superintendent)

- You are entitled to present Step 2 under the formal procedure if:
 1. Employee has completed the informal procedure
 2. Grievance is not resolved to your satisfaction

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3. Supervisor failed to render a response within 10 calendar days of the Informal Grievance (Step 1).
- The employee has 5 days to submit Step 2 from the date of the response of Step 1.
 - See the attached Step 2 form completed for Government of Guam Competitive Wage Act 2014.
 - Submit your ticket online. If you have any questions, contact the GFT office at 735-4390 or stop by the GFT Mangilao office.
 - Go to www.gftunion.com
 - Login by clicking on the login page in the upper left hand tab
 - Enter Username and Password. If you have not signed up for an account then click on “First Time Logging In? Setup My Account” and follow the instructions. If you encounter any problems, please contact the GFT Office at 735-4390 or email irish@gftunion.com
 - Click on the **Member** tab/button
 - Glide your cursor over **Service Tickets**
 - Click on **Create New Ticket**
 - **Complete the information**
 - Submit by clicking on **Submit Service Ticket**.
 - A ticket number will be generated for your confirmation and reference.
 - A GFT Field Representative or your steward will contact you for your signature to officiate Step 2.

Step 3 – Formal Grievance Procedures (Superintendent)

- You are entitled to present Step 3 under the formal procedure if:
 1. Employee has completed Step 2 (Formal Grievance).
 2. Grievance is not resolved at Step 2 to member satisfaction.
 3. Employee has submitted Step 3 to the Superintendent within 5 calendar days after receipt of the answer in Step 2, or after the answer was due.
- Responsibilities of the Superintendent:
 - A. Appointment of Committee – Superintendent has 3 calendar days to assemble a grievance committee following receipt of the written grievance from the employee.
 - B. The Committee shall conduct and complete an investigation within 15 calendar days of the date the Committee was assembled. The Committee shall submit a written report of the findings and recommendations to the superintendent within 2 calendar days following the completion of its investigation.
 - C. The Superintendent’s Written Decision – The Superintendent shall render a written decision to the employee within 5 calendar days of receipt of the written report from the committee.

Step 4 – Appeal to the Civil Service Commission (CSC)

- You are entitled to present Step 4 under the formal procedure if:
 1. Employee has completed Step 3.
 2. Grievance is not resolved at Step 3 to member’s satisfaction.

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3. Superintendent has failed to render his decision within 25 calendar days of the submission of grievance, in writing.
 4. There has been a violation of the Government Code or Personnel Rules and Regulation.
 5. The Grievance committee appointed has been unjust, inequitable or not in accord with the facts; or
 6. The appointing authority fails to act on the Grievance Review Board's decision.
- The grievance must be submitted to CSC within 5 calendar days after receipt of the answer in Step 3, or after the answer was due.
 - CSC Rules are engaged and GFT Field Representative will work with the grievant for proceedings.