

How To Investigate A Grievance

Answer the 5 Ws:



WHO

is involved?

WHAT

happened?

WHEN

did it happen?

WHERE

did it happen?

WHY

is it a grievance?

And find out:

What does management say?

**What has happened before
in similar situations?**

**What is the grievant's history
on this issue?**

**What does the grievant want
to settle the grievance?**

