Definitions & Timelines



Complaint vs. Grievance?



Grievance vs. Complaint?



Grievance:

- A disagreement over the application or interpretation of **language in the collective bargaining agreement.**

Grievance vs. Complaint?



Complaint:

- A disagreement that does not concern language in the collective bargaining agreement.
- A path for resolving disputes related to probationary and long-term nonpermanent employees.

6.03 Complaint - Dignity Clause



- Everyone must be treated by everyone else in a way that “**maintains generally accepted standards of human dignity and courtesy**.”

Examples

An employee’s manager abruptly revokes their telework agreement.



Examples

An employee’s manager abruptly revokes their telework agreement.

Complaint



Examples

The employer non-retains a probationary employee without meeting just cause standards.



Examples

The employer non-retains a probationary employee without meeting just cause standards.

Complaint



Examples

An employee is being bullied by their supervisor, who routinely yells, slams doors, and refuses to provide coaching.



Examples

An employee is being bullied by their supervisor, who routinely yells, slams doors, and refuses to provide coaching.

6.03 Complaint



Examples

An employee is denied pay for duty station change.



Examples

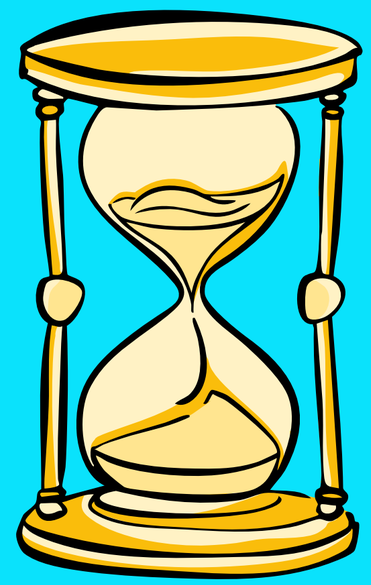
An employee is denied pay for duty station change.

Grievance



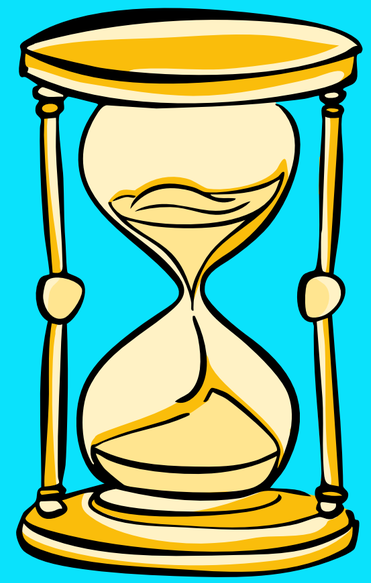
Timelines - Grievance

	Deadline	Address to
STEP 1: File		
Union	20 working days	ER program manager
State	20 working days	Union
Dismissals, demotions, 30+ day suspensions & overpayments filed at Step 2 w/in 15 working days. Class action grievances also filed at Step 2.		
STEP 2: Appeal		
Union	20 working days	Attorney General
State	20 working days	Union
STEP 3: Arbitration		
Union	20 working days	Attorney General



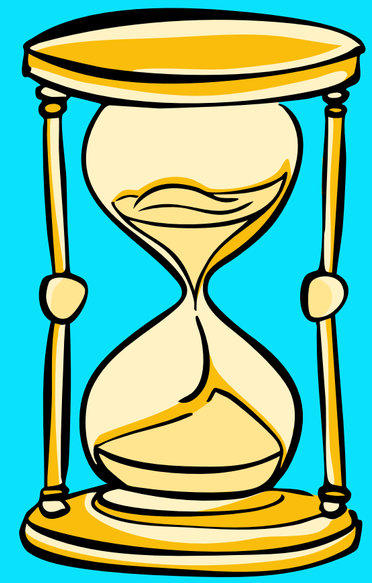
Timelines - Complaint

	Deadline	Address to
STEP 1: File		
Union	15 working days	1st level supervisor
State	10 working days	Union
STEP 2: Appeal		
Union	15 working days	ER program manager
State	20 working days	Union
STEP 3: Appeal + request meeting		
Union	15 working days	DOA Commissioner
State	20 working days	Union



Timelines - 6.03 Complaint

	Deadline	Address to
STEP 1: File		
Union	N/A	HR Consultant for Dept.
State	15 working days	Union
STEP 2: Appeal		
Union	10 working days	Commissioner of Dept.
State	20 working days	Union



Timelines - Performance Eval

- 2 workings days to review draft
- 10 working days to file rebuttal



Timelines - Performance Eval



Performance incentive denied:

	Deadline	Address to
LEVEL 1: File		
Union	15 working days	Commissioner of Dept.
State	15 working days	Union
LEVEL 2: Appeal		
Union	15 working days	Director of Div. Personnel
State	15 working days	Union
LEVEL 3: Arguments forwarded to Neutral 3rd Party		
Union	15 working days	Director of Div. Personnel
Union/State	15 working days	Neutral 3rd Party
Neutral 3rd Party	30 calendar days	Union/State

Timelines - Performance Eval



Performance incentive granted, low rating:

	Deadline	Address to
STEP 1: File		
Union	30 calendar days	Director of Div. Personnel
State	30 calendar days (optional 30-day extension)	Union
STEP 2: Request informal hearing		
Union	10 working days	Director of Div. Personnel
	30 (or 60) calendar days	(to schedule hearing)
State	10 working days	Union

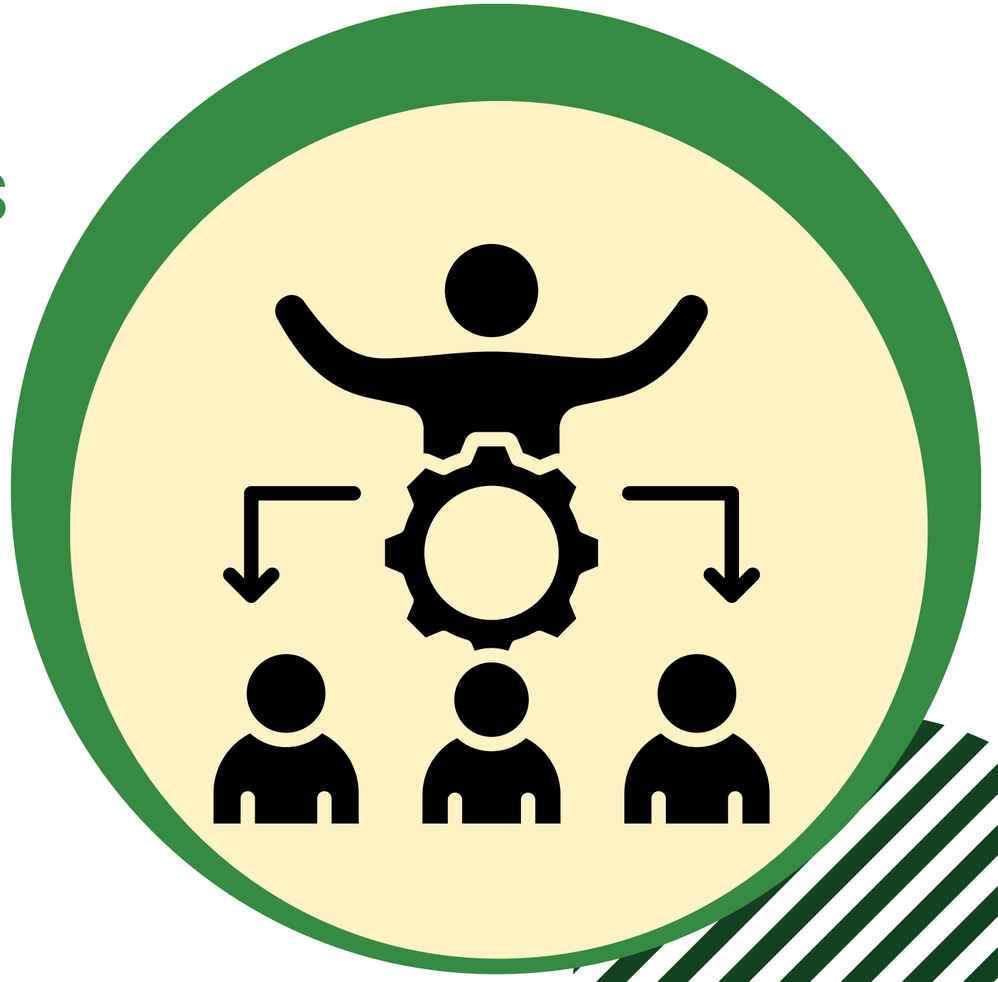
Timelines - All

- Extension granted upon request
- No response is the same as a denial



Article 4 - Management Rights

- Management has the right to manage
- Limited by specific rights in CBA
- They have a lot of discretion



Article 4 - Examples

Management revokes employee’s telework agreement.



Article 4 - Examples

Management revokes employee’s telework agreement.

Yes.



Article 4 - Examples

Management tells employee whose job description includes communicating with the public and other duties as assigned to start staffing call center.



Article 4 - Examples

Management tells employee whose job description includes communicating with the public and other duties as assigned to start staffing call center.

Yes.



Article 4 - Examples

Management promotes an employee with fewer years of experience over another employee.



Article 4 - Examples

Management promotes an employee with fewer years of experience over another employee.

Yes.



Article 4 - Examples

Management tells employee to check in every morning to verify they are in the office.



Article 4 - Examples

Management tells employee to check in every morning to verify they are in the office.

Yes.



Article 17 - Classification Reviews

Individual positions:

- Employee must be doing everything in PD **AND more**
- Get managment on board
- No more than one request per 12 months



Article 17 - Timeline

Individual positions:

	Deadline	Address to
STEP 1: File		
Union	N/A	Director of Div. Personnel
State	30 calendar days	Union
STEP 2: Appeal		
Union	10 working days	DOA Commissioner
State	30 calendar days	Union



Article 17 - Classification Reviews

Class or Class Series Reviews:

- Submission window:
  Feb. 1 - March 31
- Can appeal to DOA Commissioner
- No more than three studies in 12-month period
- No more than one for same class/series during term of CBA



The End

Any questions?



All Questions

AST • OCT • 2026

	asea52.org	Tenants	Representation	The More You Know (TMYK)	Worksite Wonders (WW)
100	THIS IS WHERE YOU'D GO TO FIND OR NOMINATE A STEWARD	GUESS	IMPORTANT TIMELINES, QUESTIONABLE OR FAVORABLE COMMENTS/CRITIQUES	THESE ARE ON THE 3RD WED OF EVERY MONTH	AS AN ELECTED OR APPOINTED REPRESENTATIVE OF YOUR MEMBERS, WHEN DEALING WITH MANAGEMENT, YOU WANT TO ACT AS THEIR _____
200	RESOURCES SPECIFIC TO STEWARDS INCLUDING BILLBOARD LIT, L&L TRAINING RECAPS, MANUALS, AND MORE	THIS IS HOW ANY GRIEVANCE, ISSUE, OR COMPLAINT BROUGHT FORTH SHOULD BE TREATED/HANDLED	LET'S TAKE A QUICK BREAK	DURING ODD NUMBERED YEARS, LEARN ABOUT THE AKLEG, SPEAK WITH YOUR LEGISLATOR, & MORE	POST IT, KNOW IT, SHARE IT
300	THESE ARE THE BEST PLACES TO FIND THE LATEST UNION NEWS AND UPDATES	THESE ARE THREE IMPORTANT TRAITS OF A UNION STEWARD	THIS IS IMPLEMENTING ONE'S WEINGARTEN RIGHTS	DURING EVEN-NUMBERED YEARS, THE HIGHEST GOVERNING BODY OF OUR ORGANIZATION	UNION PLUS/AFSCME ADVANTAGE, DENTAL BENEFIT, LEGAL BENEFIT, ETC.
400	THIS IS THE FIRST STEP TO BECOMING A STEWARD	THESE ARE COMMON DUTIES OF UNION STEWARDS	'CTRL F,' SEARCH, INDEX, AND MAYBE EVEN GOOGLE	AFFORDABLE TRAINING AND CONFERENCE OPPORTUNITIES FOR ALL UNION STEWARDS	I PROMISE WE CAN FIX THIS, GUARANTEED!
500	A ONE-STOP-SPOT WITH THINGS LIKE AFSCME ADVANTAGE, DENTAL BENEFIT, CHIRO BENEFIT, AND MORE	THIS IS THE ULTIMATE GOAL AND PURPOSE OF BEING AN ASEA UNION STEWARD	THIS CAN BE HARD TO SEE SOMETIMES BUT IS VERY HARMFUL AND DANGEROUS AND UNION STEWARDS ARE A FRONT LINE OF DEFENSE TO KEEP IT OUT OF THEIR WORKPLACES REGARDLESS OF ITS FORM OR SUBTLETY	THESE ARE SOME OF THE BEST WAYS TO STAY IN THE KNOW, AND THEY ARE FREE AND YOU CAN BRING A CO-WORKER OR TWO	THESE ARE EXAMPLES OF SUPPORTING ORGANIZING AND STRENGTHENING YOUR WORKSITE AND ASEA

THIS IS WHERE YOU'D GO TO FIND OR NOMINATE A STEWARD

RESOURCES SPECIFIC TO STEWARDS INCLUDING BILLBOARD LIT, L&L TRAINING RECAPS, MANUALS, AND MORE

THESE ARE THE BEST PLACES TO FIND THE LATEST UNION NEWS AND UPDATES

THIS IS THE FIRST STEP TO BECOMING A STEWARD

A ONE-STOP-SPOT WITH THINGS LIKE AFSCME ADVANTAGE, DENTAL BENEFIT, CHIRO BENEFIT, AND MORE

asea52.org answers

Where is FIND A STEWARD?

Where is STEWARD FORMS & RESOURCES?

What is the ASEA BLOG; NEWSLETTER ARCHIVE; SOCIAL MEDIA; WORK EMAILS, ETC.

What is filling out STEWARD NOMINATION form?

Where is MEMBER-ONLY BENEFITS?

GUESS

THIS IS HOW ANY GRIEVANCE, ISSUE, OR COMPLAINT BROUGHT FORTH SHOULD BE TREATED/HANDLED

THESE ARE THREE IMPORTANT TRAITS OF A UNION STEWARD

THESE ARE COMMON DUTIES OF UNION STEWARDS

THIS IS THE ULTIMATE GOAL AND PURPOSE OF BEING AN ASEA UNION STEWARD

TENANTS answers

What is one thing stewards should never do if they don't know the answer?

What is 'treat it like our own.'?

What are being informed, dedicated, and proud?

What are regular check-ins; keeping members informed; serving as an example; demonstrating leadership, etc.?

What is being the best representative of ASEA?

IMPORTANT TIMELINES, QUESTIONABLE OR FAVORABLE COMMENTS/CRITIQUES

LET'S TAKE A QUICK BREAK

THIS IS IMPLEMENTING ONE'S WEINGARTEN RIGHTS

'CTRL F,' SEARCH, INDEX, AND MAYBE EVEN GOOGLE

THIS CAN BE HARD TO SEE SOMETIMES BUT IS VERY HARMFUL AND DANGEROUS AND UNION STEWARDS ARE A FRONT LINE OF DEFENSE TO KEEP IT OUT OF THEIR WORKPLACES REGARDLESS OF ITS FORM OR SUBTLETY

REPRESENTATION answers

What is discrimination, hateful speech, prejudice, etc.?

What are some ways to search for specific items in our contract?

What is it called to request representation during any meeting you suspect could lead to disciplinary action?

What is something you can say during a stressful meeting to collect your thoughts, etc.?

What are examples of items that should be documented?

THE MORE YOU KNOW answers

THESE ARE ON THE 3RD WED OF EVERY MONTH

What are ASEA Lunch & Learns?

DURING ODD NUMBERED YEARS, LEARN ABOUT THE AKLEG, SPEAK WITH YOUR LEGISLATOR, & MORE

What is the Political Education Leadership Conference (PEL)?

DURING EVEN-NUMBERED YEARS, THE HIGHEST GOVERNING BODY OF OUR ORGANIZATION

What is the ASEA Biennial Convention?

AFFORDABLE TRAINING AND CONFERENCE OPPORTUNITIES FOR ALL UNION STEWARDS

What are Labor Notes?

THESE ARE SOME OF THE BEST WAYS TO STAY IN THE KNOW, AND THEY ARE FREE AND YOU CAN BRING A CO-WORKER OR TWO

What are Chapter and/or Union meetings?

AS AN ELECTED OR APPOINTED REPRESENTATIVE OF YOUR MEMBERS, WHEN DEALING WITH MANAGEMENT, YOU WANT TO ACT AS THEIR _____

POST IT, KNOW IT, SHARE IT

UNION PLUS/AFSCME ADVANTAGE, DENTAL BENEFIT, LEGAL BENEFIT, ETC.

I PROMISE WE CAN FIX THIS, GUARANTEED!

THESE ARE EXAMPLES OF SUPPORTING ORGANIZING AND STRENGTHENING YOUR WORKSITE AND ASEA

THE MORE YOU KNOW answers

What is welcoming and inviting new members to attend orientation, getting lists of non-members and inviting them to join ASEA, keeping in touch and aware of the members at your worksite and looking for opportunities to encourage more involvement

What is something to never say, ever, even if you are 100% confident?

What are important and useful member benefits to remind members about?

What are some ways to keep members at our workplaces informed?

What is being their equal?

All ‘answers’ in one spot. AKA - Suzan’s list of important steward reminders

Important website and web resources:

- Member-Only Benefits
- Steward Forms & Resources
- Find a Steward
- Steward Nomination form
- ASEA Blog and Newsletter Archive
- ASEA Social media accounts

Representation:

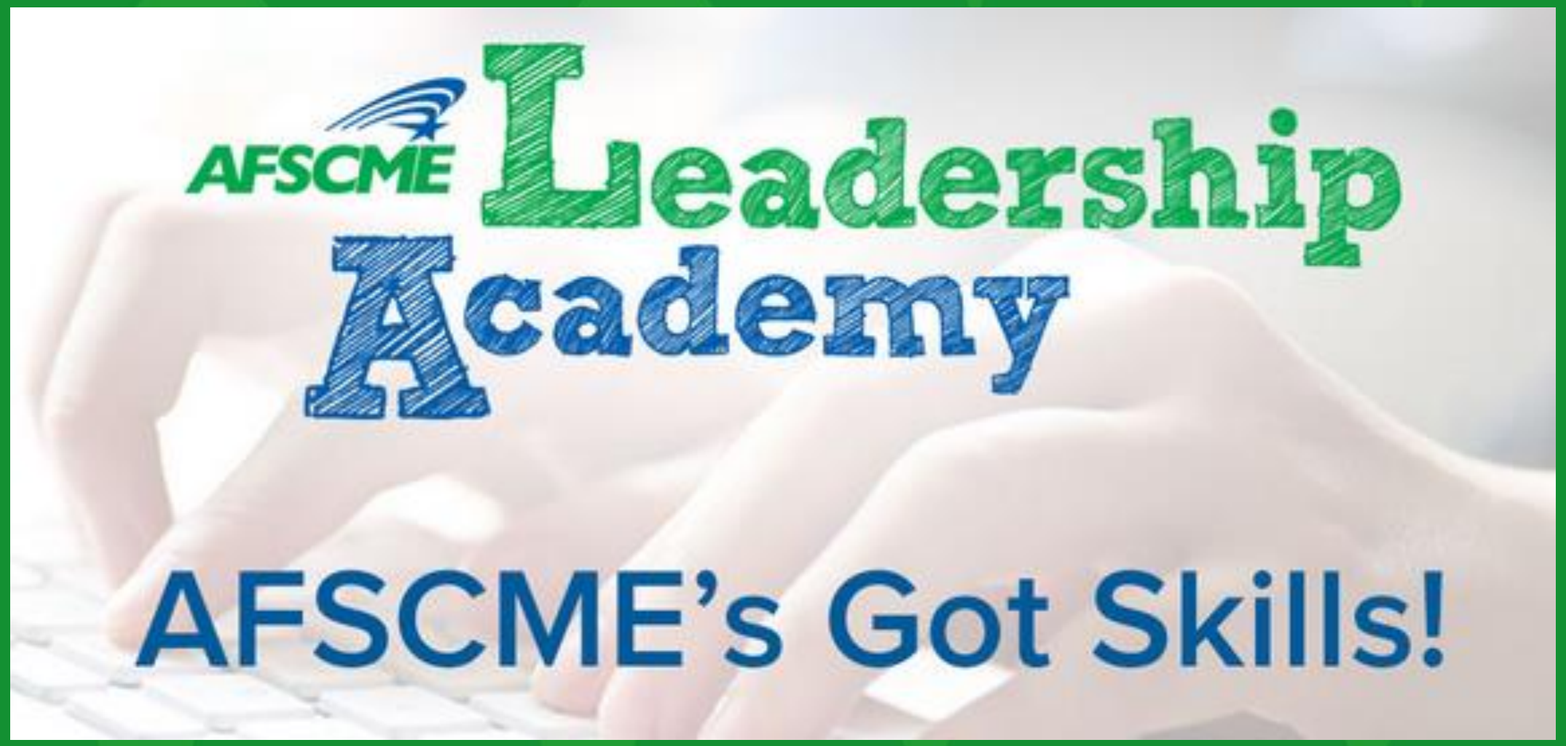
- Front line of defence against discrimination, prejudice, hateful speech, etc.
- Document, document, document!
- Be professional, stay cool

Important duties and traits:

- Never, ever, ever, ever Guess
- Being proud & dedicated
- Demonstrating leadership
- Staying informed
- Regular check-ins with members at your worksite
- Being the best representative of ASEA

Just about everything else:

- Be involved with your local Chapter
- Attend Lunch & Learn events and other training opportunities
- Reach out and connect with new employees – encourage they attend new employee orientation with ASEA
- Share important news, information, and member benefits
- Chat with non-members and hear their objections



7 Tests of JUST CAUSE

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ACCORDING TO THIS UNION CONTRACT I CAN ONLY DISCIPLINE OR DISCHARGE AN EMPLOYEE WITH JUST CAUSE...

..BEFORE THE UNION I COULD DO IT JUST 'CAUSE I WANTED TO!!!



What are the 7 Tests of Just Cause?



The basic underlying principle in discipline cases is that management must have "**JUST CAUSE**" for imposing the disciplinary action. Many contracts state that discipline will only be given "for just cause."

Was the employee **ADEQUATELY WARNED** of the probable consequences of his/her conduct?



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Was the employer's rule or order REASONABLY RELATED to the efficient and safe operation of the job function?



Did management **INVESTIGATE** before administering the discipline?

Was management's investigation **FAIR AND OBJECTIVE**?



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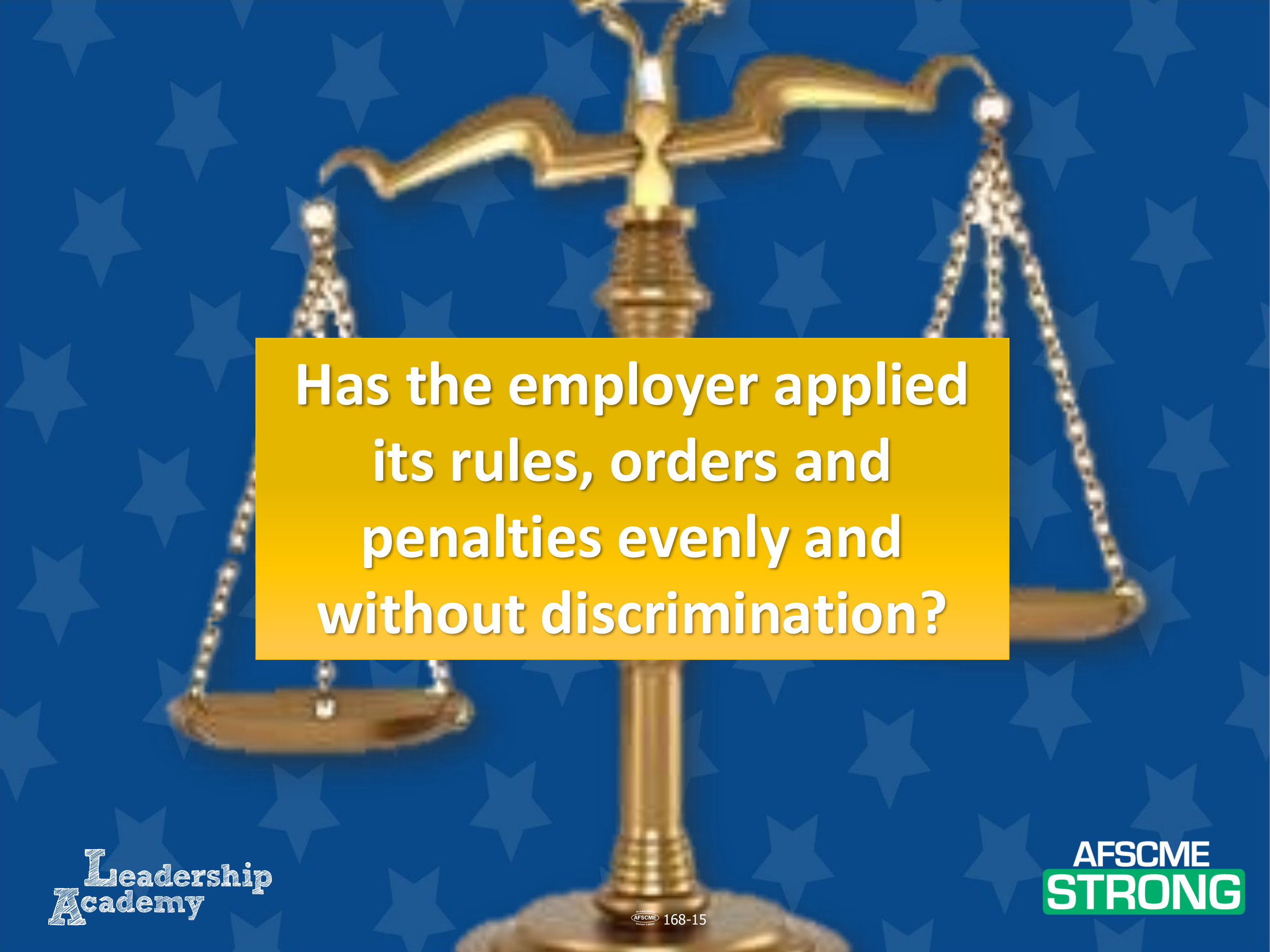
Did the investigation produce substantial evidence or proof that the employee was guilty of the offense?



Has the employer applied its rules, orders and penalties evenly and without discrimination?

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Was the amount of discipline reasonably related to the seriousness of the offense and the employee's past service and record? Did the "PUNISHMENT FIT THE CRIME?"



Tips for Handling Discipline & Discharge Cases

Here are some basic tips for stewards handling discipline and discharge cases:

Use the "seven tests" as an outline.

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Make sure that an employee's **WEINGARTEN RIGHTS** aren't or weren't violated during the employer's investigation.

WEINGARTEN RIGHTS

IT'S YOUR RIGHT

TO UNION REPRESENTATION

AFSCME STRONG

Try to stop the employer from suspending or firing a worker.



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AFSCME STRONG



Ask for all the employers **NOTES AND RECORDS** they used to make a decision.

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AFSCME STRONG

Do a thorough investigation of the case.

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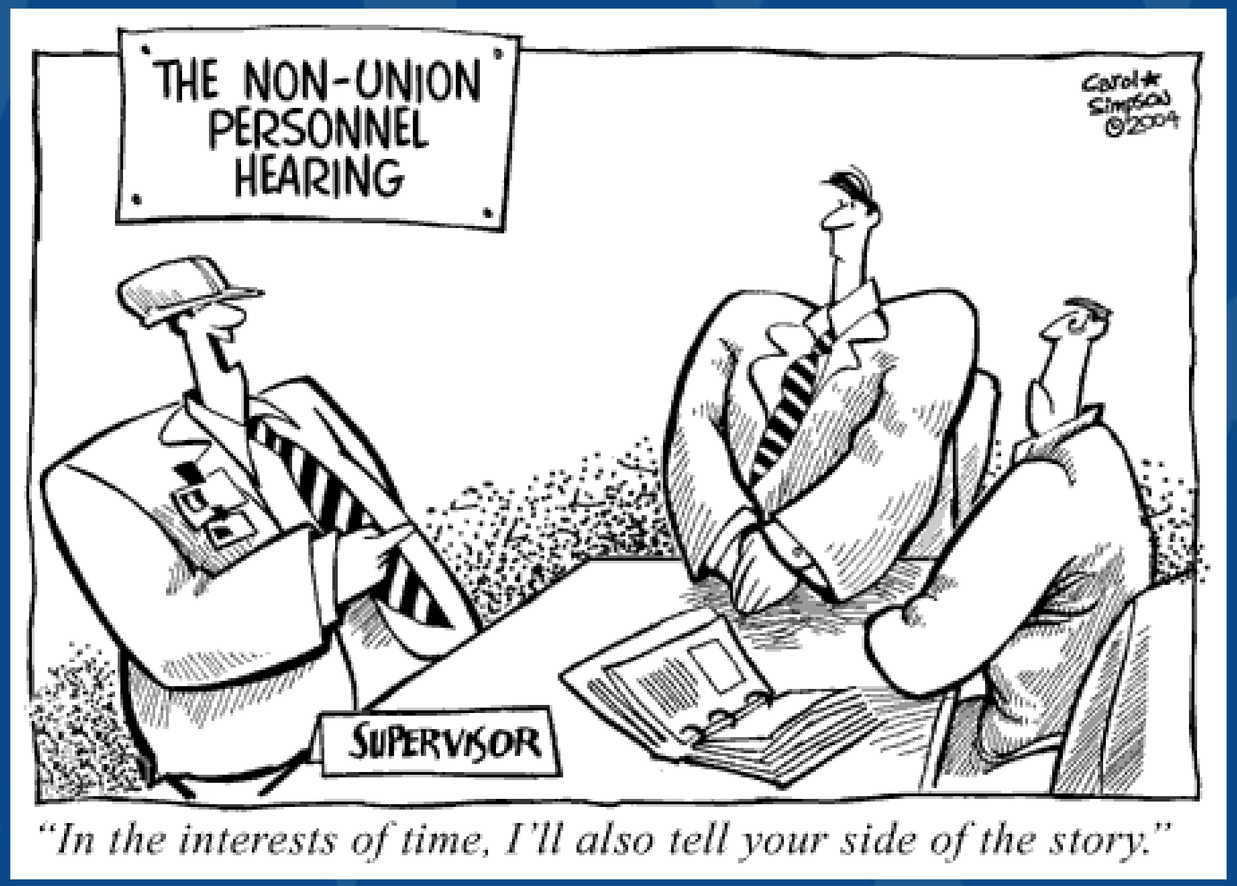
AFSCME STRONG

In a grievance meeting make the employer prove their case first.



"In the interests of time, I'll also tell your side of the story."

There are two parts to every discipline case.



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If the employer refuses to back down from a written warning, and the case doesn't merit arbitration...



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Questions?



Tips for Handling Discipline & Discharge Cases

Here are some basic tips for stewards handling discipline and discharge cases:

1. **Use the "seven tests" as an outline.**

2. **Make sure that an employee's Weingarten rights aren't or weren't violated during the employer's investigation.**

3. **Try to stop the employer from suspending or firing a worker.**

4. **Ask for all the employers notes and records they used to make a decision.**

5. **Do a thorough investigation of the case. DON'T take the employers word on anything.**

6. **In a grievance meeting make the employer prove their case first.**

7. **There are two parts to every discipline case.**

8. **If the employer refuses to back down from a written warning, and the case doesn't merit arbitration make sure the employer receives from the union a written statement disputing the facts and the discipline.**

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