

# NATCA Grievance Tracking System User's Guide

## April 9, 2006

The NATCA Grievance Tracking System is an automated, Internet-based, and complete solution for storing, printing, and tracking of all NATCA grievances as well as providing automatic e-mail notifications and comprehensive but secure search capability of the entire grievance database.

First, contact your RVP to set up a user name and password. Then you can login the system at <http://grievance.natca.net>.

You will see the Summary screen below, showing the status of all active Local and National grievances. They are three steps in an employee grievance process and two steps in the Union process:

1. Step E1 – The step is used when filing an employee grievance against their supervisor.
2. Step E2/U1 – the employee grievance has been elevated or Union initiated grievance.
3. 3<sup>rd</sup> Level – the employee and Union grievance has been elevated or originated at the national level.

From this screen you can use either the tabs or the navigation links (upper right in red) to get around in the program.



Grievance Tracking System

User Name

Password

**LOGIN**

This site designed for Internet Explorer.  
For a login contact your RVP.  
[Brochure](#)

*Built by*  
**the National Communications Committee**  
For assistance, contact Bill Holtzman at  
703-403-0139(cell) or skyworker@comcast.net



### Grievance Tracking: FacRep Level

Washington Center

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#### Start a New Grievance

Filing Level  Year

**NEW GRIEVANCE**

*Templates are optional when starting new grievances. [Click here](#) to add or edit your local templates.*

Template ----Select---->	Name <input type="text"/>	Date of Incident <input type="text"/>	Wild1 <input type="text"/>	Wild2 <input type="text"/>
-----------------------------	------------------------------	--	-------------------------------	-------------------------------

#### Latest News

**Coming soon:** Text editor with spell-check  
**Now available:**  
\* FAA # viewable in all listings (3/26)  
\* Watch list via Prefs page (3/24)  
\* Larger Notes, Attachments click area (3/24)  
**Leading facilities (by grievance count):**  
ZDC 291 , N90 284 , D10 115 , ZBW 83 , LIT 81 , ZNY 73 , ZHU 66 , ZAB 54

#### Security

##### It depends on you:

- Don't leave your session open
- Don't give out your username and password - Your RVP office can create new accounts
- Change your password occasionally

#### Links

**User's Guide**  
February 25, 2006 (21 MB)

<a href="#">Before you print</a>	<a href="#">First time?</a>
<a href="#">National Stats</a>	<a href="#">The Blog</a>
<a href="#">NEA Stats</a>	<a href="#">Live web training!</a>
<a href="#">ZDC Stats</a>	<a href="#">Comment board</a>

## Grievance listings

Current grievances are categorized by level as follows:

- E1 – employee grievance, level 1
- E2/U1 – employee level 2 and union level 1
- 3<sup>rd</sup> Level – employee level 3 and union level 2
- Arb – grievances in arbitration

There is a tab for each level. The E2/U1 page looks like this.

**Grievance Tracking: FacRep Level**  
Washington Center

Start E1 E2/U1 3rd Lev Natl Arb Search

Employee Step 1 New E1 Grievance

Include grievances closed within 30 days NATCA # Rep Heam Facility ZDC Go Reset

Edit	NATCA/FAA (Copy)	Grievance Regarding (View/Print)	Date subm'd or days left	Rep (Resolution)	FAA Reply By Elevate	Attach (View)	Notes	View XXX	Close/Status
<a href="#">EDIT</a>	06-ZDC-312	Violation of Article 38, section 9, denied 2 hours of overtime past assigned shift	03/24/06	John Heamstead	4/13/06 <span>F</span>	0	0	<a href="#">XXX</a>	<a href="#">CLOSE</a>
<a href="#">EDIT</a>	06-ZDC-313	Article 38, Section 9, denied 2 hours of overtime past assigned shift	03/31/06	John Heamstead	4/20/06 <span>F</span>	0	0	<a href="#">XXX</a>	<a href="#">CLOSE</a>
<a href="#">EDIT</a>	06-ZDC-276	Forced Use of Compensatory Time	Closed	John Heamstead	Closed	0	0	<a href="#">XXX</a>	Withdrawn

1 - 3

In the example, there are two grievances at this level within ZDC.

## Entering a Grievance at Step E2/U1

To enter a new grievance, go to the Summary page. You'll see an area called "Start a New Grievance" as shown here. (Note: Before you can enter a grievance, you must select Address Options. See page 19 in this guide for more info or click "New users click here" on the Summary page online.)

**Start a New Grievance**

Filing Level Year NEW GRIEVANCE  
 ---Select---> 2006

Templates are optional when starting new grievances. [Click here](#) to add or edit your local templates.

Template Name Date of Incident Wild1 Wild2  
 ---Select--->

To start a new grievance, select a filing level and click the "New Grievance" button. (We'll talk about templates later.) If you are entering grievances from a previous year, select that year in the drop down. You'll see the following screen.

NEW EMPLOYEE GRIEVANCE



Grievance Tracking: FacRep Level  
Washington Center

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- [Feedback](#)
- [Summary](#)
- [Issues](#)
- [Preferences](#)
- [BBS](#)
- [Facility](#)
- [Email](#)
- [Logout](#)

BILL : February 24, 2006

\* Grievant  Grievant E-mail

\* Union Rep  ---Select---> E-mail  Yes  No

Violation Date  Year

\* Send to: ---Select---> \* Required Fields  
Send Third Level letter to: Mr. Brienza All dates are mm/dd/yyyy format.

\* Grievance Regarding

\* Nature of Grievance  
Paragraph  Font  Size  Foreground  Background   
**B** **I** **U**

\* Corrective Action Desired  
Paragraph  Font  Size  Foreground  Background   
**B** **I** **U**

Censoring:

- When the grievance is viewed by another facility, these will be XXX'd out.
- Copy and paste is best.
- Review how it displays using the "View XXX" button on the appropriate grievance listing page after you've entered the grievance.

Censor Words (separate by a comma)

**SUBMIT** **CANCEL**

Two of the fields have convenient shortcuts. For the grievant, if you click the facility three-letter identifier next to the field, "ABC NATCA" will appear in the grievant field. Next to the Rep field is a drop-down which, when you select one of the Reps in this list will cause that Rep's full name to appear in the Rep field. The "E-mail Grievant" field is an option that allows the grievant to be notified any time there is an entry or change made regarding the grievance.

The required fields are marked with a red star. You can specify Censor Words that will be concealed when anyone outside of your facility views the grievance. Names and other sensitive information should be entered in this field, separated by a comma. Once the

grievance is entered, you can view the censoring by clicking on the View XXX button in the E2/U1 grievance listing.

The remaining fields are optional. Date Submitted can be entered later since many grievances may not be submitted right away. Since FAA Number, Received By, and Date Received will be filled in later, these don't appear.

### Using Templates

Templates enable you to enter similar grievances fast! Go back to the Summary page and click the Templates button. You'll see this.

**NATCA**

Grievance Tracking: FacRep Level  
Washington Center

Library  
Feedback  
Summary  
Preferences  
Issues  
Facility  
BBS  
Logout  
Email

BILL : February 24, 2006

#### Create New Template

To create a template, enter your text into the appropriate fields. Wherever you want to leave a space blank for a name, put the exact text \*NAME\* (including the stars) into your text. For dates, use \*DATE\*. You can also include \*WILD1\* or \*WILD2\* for other text you'd like to substitute in later. When you create the grievance from a template, you can specify a name, date, wild1 and wild2 and these will be automatically substituted into the new grievance text. Templates are facility-specific.

Edit a Template  
----Select----> \*NAME\* \*DATE\* \*WILD1\* \*WILD2\* (copy and paste)

2 Hours on Position  
Test  
Timeline  
Transition Schedules

SUBMIT CLEAR CANCEL

Nature of Grievance  
Paragraph Font Size Foreground Background

Corrective Action Desired  
Paragraph Font Size Foreground Background

To create a template, fill out the four fields. If you want to be able to specify information unique to each grievance - including a person's name, a date, or another piece of text – use the substitution text indicated. For a name, use \*NAME\*, for a date use \*DATE\*, and for other text use the wild tags shown.

Your template might look like this.



Click the E2/U1 tab to see grievances at that level.



**Grievance Tracking: FacRep Level**  
Washington Center

[Library](#)  
[Start](#) [Feedback](#)  
[Preferences](#) [Issues](#)  
[Facility](#) [BBS](#)  
[Logout](#) [Email](#)

BILL : April 09, 2006

[Start](#) [E1](#) [E2/U1](#) [3rd Lev](#) [Natl](#) [Arb](#) [Search](#)

Employee Step 2 / Union Step 1

New U1 Grievance

Include grievances closed within  days  
 NATCA #  Rep  Facility

*	Edit	NATCA/FAA (Copy)	Grievance Regarding (View/Print)	Date subm'd or days left	Rep (Resolution)	FAA Reply By (Elevate)	Attach (View)	Notes	View XXX	L3 Letter	Close/ Status
E	<a href="#">EDIT</a>	06-ZDC-106	Failure to consider leave request in the order received.	03/15/06	John Heamstead	PAST	0	0	<a href="#">XXX</a>	<a href="#">VIEW</a>	<a href="#">CLOSE</a>
E	<a href="#">EDIT</a>	06-ZDC-141	Failure to consider leave request in order received.	03/15/06	John Heamstead	PAST	0	0	<a href="#">XXX</a>	<a href="#">VIEW</a>	<a href="#">CLOSE</a>
U	<a href="#">EDIT</a>	06-ZDC-280	Sick Leave Denial	03/17/06	John Heamstead	PAST	0	0	<a href="#">XXX</a>	<a href="#">VIEW</a>	<a href="#">CLOSE</a>
U	<a href="#">EDIT</a>	06-ZDC-297	Article 38, Section 9	03/29/06	John Heamstead	4/18/06	0	0	<a href="#">XXX</a>	<a href="#">VIEW</a>	<a href="#">CLOSE</a>
E	<a href="#">EDIT</a>	06-ZDC-39	Violation of ZDC Order 3600.2 Chg 1, Leave Bidding Round 3.	03/29/06	John Heamstead	4/18/06	0	0	<a href="#">XXX</a>	<a href="#">VIEW</a>	<a href="#">CLOSE</a>
E	<a href="#">EDIT</a>	06-ZDC-224	Violation of Article 38, section 9, denied 2 hours OT past assigned shift	03/29/06	Heamstead	4/18/06	0	0	<a href="#">XXX</a>	<a href="#">VIEW</a>	<a href="#">CLOSE</a>
E	<a href="#">EDIT</a>	06-ZDC-258	Violation of Article 38, section 9, denied 2 hours overtime past assigned shift	03/29/06	Heamstead	4/18/06	0	0	<a href="#">XXX</a>	<a href="#">VIEW</a>	<a href="#">CLOSE</a>

Each grievance occupies one row of this table. From left to right, the first column identifies whether the grievance is employee or union. The next column is the EDIT button. You can use this button to retrieve a grievance in the format it was entered and then edit it. You might correct an error, assign it to a new Rep, enter the date you received an Agency reply or a number of other things. We'll get back to this momentarily.

The next column is the NATCA number. This is automatically assigned the instant the grievance is entered into the system. The first two digits are the year, the next three characters are the home facility of the person entering the grievance (or selected facility for RVP-level users), and the last component is a sequence number. The sequence number starts with 1 each year for each individual facility. It increments each time a grievance is entered for that facility.

You'll notice you can click the NATCA number. This will take you to the grievance entry screen, but with several fields already filled in based on the grievance you selected. By changing names and or dates and adding a few pieces of information, you can quickly duplicate a grievance with this tool.

Getting back to the EDIT button, here is what you'll see if you click it:

EDIT UNION GRIEVANCE



Grievance Tracking: FacRep Level  
Washington Center

- Library
- Feedback
- Summary
- Preferences
- Facility
- Logout
- Issues
- BBS
- Email

BILL : February 25, 2006

NATCA Number 06-NEA-2

Grievant: Phil Barbarello NEA

Union Rep: Phil Barbarello ---Select-->

Violation Date: 01/14/2006

Send to: Mr. Osterdahl

Send Third Level letter to: Mr. Brienza

Grievance Regarding: Termination of Sunday Pay Policy

Request Oral Presentation:  I do  I do not

E-mail: nearvp@natca.net

E-mail grievant?:  Yes  No

Date Submitted at E2/U1: 01/14/2006

FAA Number:

FAA Response Due: 02/03/2006

FAA Response Received:

Edit Submit by Date: 02/03/2006

3rd Level Letter Date Mailed:

Certified Mail Number:

	NATCA submit by	Submitted	FAA reply by	Received
E1				
E2/U1	02/03/06	01/14/06	02/03/06	
E3/U2				
Arb				

**\* Required Fields**  
All dates are mm/dd/yyyy format.

**\* Nature of Grievance**

Paragraph  Font  Size  Foreground  Background

**B I U**

On or about January 14, 2006, NATCA the agency terminated the long standing practice/policy of changing an employees regularly scheduled days off when called in for overtime on a Sunday. The agency's termination of this practice/policy without completing negotiations with the Union is a violation the Parties' collective bargaining agreement including but not limited to Article 7. Additionally, by refusing to bargain on the aforementioned matter the agency has committed unfair labor practices in violation of 5 U.S.C. Section 7114, 7116, and 7119.

**\* Corrective Action Desired**

Paragraph  Font  Size  Foreground  Background

**B I U**

The Union requests that the Agency takes the following actions:

- 1) The Agency immediately cease and desist from terminating the practice/policy of changing an employees regularly scheduled days off when called in for overtime on a Sunday,
- 2) The Agency is to issue a status quo ante in the application of the practice/policy of changing an employees regularly scheduled days off when called in for overtime on a Sunday,
- 3) Provide NATCA with the requested briefing and engage in bargaining as appropriate over the proposed changes as required by the statute; and
- 4) Provide any other remedies available or deemed appropriate, including attorneys fees.

Censoring:

- When the grievance is viewed by another facility, these will be XXX'd out.
- Copy and paste is best.
- Review how it displays using the "View XXX" button on the appropriate grievance listing page after you've entered the grievance.

Censor Words (separate by a comma)

Overwrite  YES  
Censor Words?  NO

**SAVE CHANGES** **CANCEL**

This screen shows several new fields from the original entry screen. In the upper center, you'll see a table of dates. This gives you the chronological history of the grievance. NATCA Submit By and FAA Reply By are deadlines that are auto-generated based on the CBA but can be amended manually using the fields within the green box in the upper right. The Submitted and Received columns are actual dates that you enter also into the fields in the upper right once they've occurred. When you enter a date received, the

grievance automatically kicks up to the next level and the deadline is set for you to submit at that level. More on this in a bit.

The next field on the E2/U1 page is Grievance Regarding. This is your topic. Click it and you'll get a pop-up window containing the grievance formatted for printing.



ZDC NATCA  
WASHINGTON CENTER, 825 EAST MARKET  
STREET  
LEESBURG VA 20175

September 21, 2005

825 East Market Street  
Leesburg VA 20175

**Re: Grievance Regarding Use of Electronic Devices in the control room**

Dear Mr. Irving Washington,

Pursuant to the agreement between the National Air Traffic Controllers Association ("NATCA" or "the Union") and the Federal Aviation Administration ("FAA" or "the Agency") dated February 25, 2001, the Union, by its undersigned representative and in accordance with Article 9, "Grievance Procedure", hereby submits the following grievance on behalf of the bargaining unit.

**Name of Grievant:** NATCA  
**Name of Representative:** Tim Casten  
**Date of Violation:** September 13, 2005  
**Request Oral Presentation:** No

**Nature of the Grievance:**

***ISSUE***

NATCA contends that the Agency has violated articles of the CBA, including but not limited to Article 7 (Mid-term Bargaining), Article 9 (Grievance Procedure), Article 102 (Effect of Agreement) and all other applicable laws, rules and regulations by failing to conduct appropriate bargaining with respect to the use of personal electronic devices for bargaining unit employees at Washington Center.

***FACTS***

On September 13, 2005 the Agency through written Reminder notified employees that the use of all personal electronic devices was prohibited in the operational control room. The practices and policies for use of personal electronic devices in the operational control room have been in existence throughout the term of the 1998 collective bargaining agreement constituting a long standing past practice. It is well established by legal precedent that long-standing past practices ripen into extensions of collective bargaining agreement. Additionally, this past practice has survived not only the "past practice review" conducted after the signing of the 1998 CBA but also was not raised as an issue in conflict with the collective bargaining agreement during negotiations over the contract extension in 2003.

Should the Agency elect to change the abovementioned existing past practice it must afford the Union the opportunity to bargain in accordance with article 7 of the parties' collective bargaining agreement. The Agency's failure to brief and bargain where appropriate with NATCA on the change to existing practice constitutes a breach of its duty to negotiate.

The unilateral change to the existing practice clearly constitutes a change in working conditions contemplated by Article 7 of the collective bargaining agreement. As such, NATCA is entitled to a briefing on the change as well as the opportunity to bargain where appropriate.

**Remedy Sought:**

The Union respectfully requests that:

- 1) The Agency refrain from any change to existing practices with respect to the use of personal electronic devices in the control room;
- 2) Return working conditions to status quo ante;
- 3) Provide NATCA with a briefing at a mutually agreed-upon time;
- 4) Provide NATCA with the opportunity to bargain all negotiable matters;
- 5) Make whole any bargaining unit member impacted by the Agency's unilateral action;
- 6) Provide any other remedies available or deemed appropriate, including attorneys fees.

Respectfully Submitted,

\_\_\_\_\_  
Tim Casten  
ZDC NATCA

I acknowledge receipt of this grievance.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

Before you actually print the grievance, make sure you click the link “Before you print grievances” on the Summary page.

The next field contains either the date submitted at this level or the number of days you have to submit it. You’ll notice that in the last grievance on this list, there are only 8 days left to submit at this level. The green box with an “N” indicates it is a NATCA deadline and you’re still in the green. As you get closer to the deadline the box will turn yellow and then red. If you’ve missed the deadline a red box with the word “PAST” will appear.

The next column contains the Rep. If you click on the Rep, you’ll visit a page in which you can enter and track resolutions for the grievance. This will help you to identify when the Agency has failed to meet an agreement. The number of resolutions on a particular grievance will appear in the Rep box as shown.

*	Edit	NATCA # (Copy)	Grievance Regarding (View/Print)	Date subm'd or days left	Rep (Resolution)	FAA Reply By (Elevate)	Attach (View)	Notes	View XXX	L3 Letter	Close/Status
U	<a href="#">EDIT</a>	06-ZDC-101	OPF Grievance	02/06/06	Jeff Wellborn (1)	2/26/06 <span style="background-color: red; color: white; padding: 2px;">F</span>	0	0	<a href="#">XXX</a>	<a href="#">VIEW</a>	<a href="#">CLOSE</a>

The FAA Reply By column shows FAA deadlines. If the Agency has not yet responded you will see a date here accompanied by an “F” in a colored box, exactly like the Date Submitted column. In the example of page 4, the FAA has missed four dates and is “in the green” still on three others. You can click on this field to elevate the grievance without an Agency reply. If you do this, the grievance will move to the next level.

The next column is for Attachments. The number shows you how many attachments currently are stored for this grievance. You can click on this number to see and download the attachments as well as to upload your own. That screen looks like this.

### Attachments

NATCA # 05-ZDC-1, Grievant: NATCA  
Grievance Regarding: Use of Electronic Devices in the control room

File Name (To dl, right click, save target)	Category	Description (or hover on green block)	Delete
prohibition of electronic devices on mid.pdf	Evidence	Management read and ...	<a href="#">DELETE</a>

1-1

File Name  [Browse...](#)

Category —Select—

Description of File (Max characters: 200)

0 of 2000

Note: The maximum file size is 4 MB.

UPLOAD
RETURN

On the left is the list of current attachments. Click on the file name to download. On the right you can select a file on your local drive to upload to the server.

Once you upload a document, it will immediately be accessible to credentialed users. You'll see your document and entry posted for downloading right away.

The next column in the grievance listing is Notes. This is a running log of events and comments associated with the grievance. The notes page looks like this:

BILL : February 25, 2006

**Comment Log for Grievance:**  
 NATCA #: 05-CKB-6, FAA #: NC-AEA-05-6762-CKB-3, Grievant: Micheal Sealy  
 Understaffing facility day shift 12/4/05

Add comment

RETURN

SUBMIT

(Comments can be edited only by the originator.)

Edit	Comments	Made by	Date
.	Informal meeting held 1/2/06	J Boot III	Jan 16, 2006
.	Meeting held with KG on 1/2/06 (informal)	J Boot III	Jan 12, 2006
			1 - 2

To add a note, simply type it into the box and hit Submit.

Next you'll see the View XXX button. This will show you a pop-up window containing the grievance in printable format but with the censoring enforced. You'll be able to preview how the grievance will look to others outside your facility so that you will not accidentally reveal sensitive information.

The next-to-last column is for auto-generating the third level letter. The program can provide you with this letter automatically.

Finally, you can close out the grievance using the CLOSE button. It will give you the option of deletion, withdrawal, sustain, deny or settlement. You can add some commentary as well explaining what the result and circumstances. If the grievance has been closed you'll see the disposition in the listing and be able to click on it to see a pop-up window containing comments and other details about how the grievance was closed.

Note that recently closed grievances will appear on the grievance listings (E1, E2/U1, etc.) so that users can more easily keep track of what occurred. Using the drop-down after the "Grievances closed within" text, you can select how long you want to look back in time.

***Updating your Grievances***

Returning to the EDIT screen, you'll again notice the new fields in the upper right inside the green box. The following example is for an E1 grievance.

The Reply By date (10/03/2005) is auto-generated by the program by adding 20 days to the Date Submitted, but it can be edited as well should you agree to an extension and add

comments to the Notes. You will notice the appearance of the fields FAA Number, Extension/Reply By Date, and FAA Response Received Date

Date Submitted at E1 Level	<input type="text" value="09/13/2005"/>	
FAA Number	<input type="text"/>	
FAA E1 Edit Reply By Date	<input type="text" value="10/03/2005"/>	
FAA Response Received E1	<input type="text"/>	
NATCA Edit E1 Submit by Date	<input type="text" value="10/03/2005"/>	

This is the date employee handed in the grievance to their Supervisor.

FAA number provide by the Agency

Automatic 20 days, or it can be edited with agreement with the agency to extend their response. Add agreement to ATTACH

This is the actual date Agency Response is received. Entering this date will automatically move it to Step E2/U1

Automatic 20 days from first field of first learned of grievance so you know when to submit to Supervisor, or can be edited to reflect meeting or other deadlines. Add agreement to ATTACH

To elevate the grievance, simply put a date in the FAA Response Received Date field on the edit page. The grievance will move from the Step E1 screen to the StepE2/U1 screen. You can also elevate if no response from the Agency by simply clicking (elevate) on Step E1 summary page. You can click the EDIT button at any time to make or add additional information. It is a good practice to scan and ATTACH any documents sent to or from the Agency.

For a U1 grievance, the EDIT page green box will look like this.

Date Submitted at E2/U1 Level	<input type="text" value="09/13/2005"/>	
FAA Number	<input type="text"/>	
FAA E2/U1 Edit Reply By Date	<input type="text" value="10/03/2005"/>	
FAA Response Received E2/U1	<input type="text"/>	
NATCA Edit E2/U1 Submit by Date	<input type="text" value="10/03/2005"/>	

This is the date employee/union handed in the grievance to their Supervisor.

FAA number provide by the Agency

Automatic 20 days, or it can be edited with agreement with the agency to extend their response. Add agreement to ATTACH

This is the actual date Agency Response is received. Entering this date will automatically move it to Step E3/U2

Automatic 20 days from first field of first learned of grievance so you know when to submit to Supervisor, or if given extension to elevate grievance. Add agreement to ATTACH

At the E3/U2 level, the same screen might look like this:

Date Submitted at E3/U2 Level	<input type="text" value="07/22/2005"/>	
FAA Number	<input type="text" value="EN-0062-ANI-900-05-0006-0"/>	
FAA E3/U2 Edit Reply By Date	<input type="text" value="08/11/2005"/>	
FAA Response Received E3/U2	<input type="text"/>	
NATCA Edit E3/U2 Submit by Date	<input type="text"/>	
FAA Response Received E2/U1	<input type="text" value="08/01/2005"/>	

This is the date employee/union handed in the grievance to their Supervisor.

FAA number provide by the Agency

Automatic 20 days, or it can be edited with agreement with the agency to extend their response. Add agreement to ATTACH

This is the actual date Agency Response is received. Entering this date will automatically move it to Step E3/U2

Automatic 20 days from first field of first learned of grievance so you know when to submit to Supervisor, or if given extension to elevate grievance. Add agreement to ATTACH

This last field is used if and when you get a reply from the agency after you elevated it to the next level due to the agency failing to reply within 20 days. Add Response to ATTACH

**Create a Request for Arbitration Form under Step E3/U2:**

To request a grievance to arbitration, click the VIEW button under Arb. Form. You'll see this. The data will be filled in from the grievance and you can provide any additional information in the Comments area.

Arbitration Request Form  
for Region X



Grievant Name:	All AWP bargaining unit members
Geographical Region:	EWP
Date of Original Grievance:	1. n/a, 2. 07/22/2005, 3. 07/22/2005, 4. n/a
FAA Grievance No.:	EN-0062-ANI-900-05-0006-01
Brief Description:	05-018 Offensive TV programming in RO cafeteria
Comments:	
Local President/National Representative Only	Date

Automatic Request for Arbitration Form: You have to sign and fax to the RVP office for processing to NATCA HQ. Please state if all information is already uploaded to the website under ATTACH; if not, send grievance fold and documents ASAP to the Region X RVP. After you complete the above form, you can enter the FAA Reply By date or click on (Arb Req) date under the Step E3/U2 Summary page.

**Arbitration Level**

To view grievances at arbitration, click the Arb tab. You'll see this.



**Grievance Tracking: FacRep Level**  
Washington Center

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[Facility](#) [Issues](#)  
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BILL : April 09, 2006

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**Arbitration Requested** Arbitration Scheduling

*For the FAA number, hover on the EDIT button*

Include arbitrations closed within  days NATCA #  Facility

*	NATCA/FAA (Copy)	Grievance Regarding (View/Print)	Date Subm (Submit)	Arbitration #	HQ Approval	Advocate Co-Advocate	Date Sched mmi/dd/yy	Attach (View)	Notes	Arb Form
U	05-ZDC-1 NC-AEA-05-2069-ZDC-3	Use of Electronic Devices in the control room	12/02/05	-	-	-	-	2	4	<a href="#">VIEW</a>
U	03-ZDC-1 NC-AEA-06-5358-ZDC-3	OPF requests	3/27/06	-	-	-	-	2	0	<a href="#">VIEW</a>
U	06-ZDC-1 NC-AEA-06-5359-ZDC-3	Article 83	3/27/06	-	-	-	-	2	0	<a href="#">VIEW</a>
U	06-ZDC-11 NC-AEA-06-5650-ZDC-3	SF-71 Leave Skubon	3/27/06	-	-	-	-	2	0	<a href="#">VIEW</a>

For RVP level users, this screen will look a bit different as a number of the fields will be editable. RVP level users will be able to do multiple updates in one click. The four fields that are directly editable, Arbitration #, HQ Approval, Advocate, and Date Scheduled can all be changed and the changes entered by clicking the Update button (RVP level users) in the lower right. The other features of this screen such as the ability to print, close or edit the grievance, the use of attachments, and the use of notes are the same as in the other grievance pages.

The Arb page, like the others, will also show closed grievances that were closed within the time frame the user selects in the drop-down.

**National Grievances**

For most users, the National Grievances page will look like this.

**Grievance Tracking: FacRep Level**  
Washington Center

Start E1 E2/U1 3rd Lev **Natl** Arb Search

Library Feedback  
Preferences Issues  
Facility BBS  
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**National Grievances** See Agency Notifications

Include National Grievances closed within 30 days NATCA # Rep Go Reset

NATCA/FAA (Copy)	Grievance Regarding (View/Print)	Date submitted or days left	LR Rep (Resolution)	FAA Reply By (Req Arb)	Attach (View)	Notes	Status (Details)
06-*HQ-23	Southern Region Comp Time Agreement dated March 15, 1996	-19 PAST	Peter Gimbrere	-	0	0	Open
06-*HQ-29	RVP Designees at 3rd Level	8 N	Sutich	-	1	0	Open
06-*HQ-31	Implementation of GENOT 7110.64R (MSAW Alerts)	16 N	Gimbrere	-	1	0	Open

1 - 3

This screen is very similar in function to all of the others. The difference is primarily that only National level users can edit or close these grievances. The purpose of this screen is to provide all users with up-to-the-minute status information on all National grievances. This page also will show those National grievances that have been closed within the selected time frame.

The user can also access current information regarding Agency notifications from the National page. Click on See Agency Notifications to see this.



### Agency Notifications

[See National Grievances](#)

Include Agency Notifications closed within  days

Note: You can download the Notice, NATCA response and Agency response from the listing below. For other files, click the number in the Attachments column.

Notice Title	FAA Notice and Date	NATCA Response and Date	Sent To	Method	FAA Reply Due	FAA Response and Date	Attachments	Status
RPIB #42 Recruitment, Retention, and Relocation Incentives	PRIB #42 Retention, Relo Incentives on FAA Site.pdf 10/17/05	PB #42 Retention, Relo Incentives.pdf 10/31/05	Mel Harris	Certified	<b>PAST</b>	-	2	Open
Article 7 Early Dispute Resolution	9.26.05 Article 7 Early Dispute Resolution.pdf 09/26/05	9.29.05 NATCA Reply to Article 7 Early Dispute Resolution.pdf 09/29/05	Mel Harris	Mail/Fax	<b>PAST</b>	-	2	Open
Article 7 Grievance Number Format	9.20.05 Article 7 Grievance Number Format.pdf 09/20/05	9.26.05 NATCA Reply to Article 7 Grievance Number Format.pdf 09/26/05	Ed Russell	Mail/Fax	<b>PAST</b>	-	2	Open

Only National level users can enter data for Agency notifications. The three primary files – the original notice, NATCA response, and Agency response – are available for download directly from this page. Just click on the file name. Any other file associated with a notification can be accessed via the Attachments column link. Once the notification file is closed the information will still be available for the selected time frame.

#### **General Information on the grievance program**

All screens also provide a means for printing out the pre-formatted grievance for paper submission to the Agency. Click the hypertext under Topic for this. You can then print out the grievance using the print function in Internet Explorer. There is one caveat, however. The default print settings show the web address in the page footer, as well as some other information in the header. You can eliminate or alter these settings very easily as described on the READ ME link on the SUMMARY page of this program.

To avoid issues with printing from your browser, you also have the option to create a Word document of the grievance by copying the printed grievance from your browser into a blank Word document. If you do this, you may want to then upload the document to the site. With additional investment, the system could be improved to automatically generate Word and PDF documents automatically.

#### **User Management**

Security is a vital concern for this system. The RVP level user has the ability to control access by managing the region user list. The RVP/Adm page looks like this.



# Grievance Tracking: RVP Level Washington Center

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- [Logout](#)
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- [3rd Lev](#)
- [Natl](#)
- [Arb](#)
- [Search](#)
- [RVP/Adm](#)

## Currently Authorized Users

Before creating new users make sure no account already exists. Never delete a user and then recreate them. Instead reactivate them from the Deleted User listing (scroll down and look right).

Search Last Name

Message (to be included in login email)

Edit	Name * third level team	Username	Access Level	Facility	Delete	Email Login
<input type="button" value="Edit"/>	Phil Barbarello*	pbarbarello	RVP	Eastern Region	Delete	Send
<input type="button" value="Edit"/>	Bill Holtzman	bill	RVP	Washington Center	Delete	Send
<input type="button" value="Edit"/>	Paul Rinaldi*	prinaldi	RVP	Dulles ATCT	Delete	Send
<input type="button" value="Edit"/>	Sallie Sullivan*	ssullivan	RVP	Eastern Region	Delete	Send
<input type="button" value="Edit"/>	Steve Sutcavage*	ssutcavage	RVP	Pittsburgh ATCT	Delete	Send
<input type="button" value="Edit"/>	Frank Bernardo	fbernardo	FacRep	Caldwell Wright ATCT	Delete	Send
<input type="button" value="Edit"/>	Dominick Bocelli	dbocelli	FacRep	New York TRACON	Delete	Send
<input type="button" value="Edit"/>	Jack A. Boot III	jboot	FacRep	Clarksburg ATCT	Delete	Send
<input type="button" value="Edit"/>	Barrett Byrnes	bbyrnes	FacRep	Kennedy ATCT	Delete	Send
<input type="button" value="Edit"/>	John Caccavale	jcaccavale	FacRep	Binghamton ATCT	Delete	Send
<input type="button" value="Edit"/>	Joey Carbone	jcarbone	FacRep	Harrisburg ATCT	Delete	Send
<input type="button" value="Edit"/>	Tim Casten	tcasten	FacRep	Washington Center	Delete	Send
<input type="button" value="Edit"/>	Don Chapman	dchapman	FacRep	Philadelphia ATCT	Delete	Send
<input type="button" value="Edit"/>	William Clark	wclark	FacRep	Newport New ATCT	Delete	Send
<input type="button" value="Edit"/>	Frank Corcoran	fcocoran	FacRep	New York TRACON	Delete	Send
<input type="button" value="Edit"/>	Bob Crawford	bcrawford	FacRep	Pittsburgh ATCT	Delete	Send
<input type="button" value="Edit"/>	Robert D'Addario	rdaddario	FacRep	Syracuse ATCT	Delete	Send
<input type="button" value="Edit"/>	Susan Deegan	sdeegan	FacRep	Republic ATCT	Delete	Send
<input type="button" value="Edit"/>	Brian Dowd	bdowd	FacRep	Buffalo ATCT	Delete	Send
<input type="button" value="Edit"/>	John Dunkerly	jdunkerly	FacRep	Baltimore ATCT	Delete	Send

row(s) 1 - 20 of 106

## Add an Authorized User

First  Last

Access  Email

Facility

Third level team?

Note: Avoid using AOL addresses as they treat automated e-mail notifications as spam. Instead, have users set up a NATCA e-mail account and forward it to the AOL account.

## Add a Facility

Facility (Full name)  FacilityID (3 letter)

Facility Address

FacRep

## View Deleted Users

You'll be able to reactivate their accounts

To add a user, simply fill out the blanks in the Add an Authorized User area and click Add User. If the new user's facility is not in the list, you can add it using the Add a Facility area. When you enter a new user, an automated e-mail is generated providing them with their username and password. To re-send this information to an existing user, click on the Send link next to their name.

You can edit user information using the Edit button next to the user's name. However, if the FacRep changes and you wish to remove the old FacRep's access, delete them using the Delete link next to their name and then create a new user for the incoming Rep. Every user is kept in the system for historical purposes.

When you delete a user their login rights are removed and they will disappear from your list but their information remains. To re-activate the account of a user that has been deleted, click the View button under View Deleted Users. This would be needed in the event that a Rep steps down and then later is re-elected to the position.

Third Level team users will automatically receive an e-mail notification every time a new grievance is posted within their region.

## Searching the Database



### Grievance Tracking: FacRep Level Washington Center

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### Search the National Grievance Database

Search Word: 
 FAA Number: 
 Facility ID: 
 Year: 
 Status:  Current  Archives  ZDC  NEA  National

#### Search Results

Censored View	NATCA/FAA (Copy)	Topic	Status
<input type="button" value="VIEW"/>	06-N90-6 NC-AEA-06-5639-N90-3	Distribution of Overtime	Open - 3rd Level
<input type="button" value="VIEW"/>	06-N90-138	Overtime	Open - E1
<input type="button" value="VIEW"/>	06-PCT-6 NC-AEA-06-8102-PCT-3	Overtime Violation	Open - 3rd Level
			1 - 3

In this screen you can enter phrases, words, or names and the results will show all grievances in which that exact text appears in the grievant, nature of grievance, or the corrective action fields. This does not work exactly like Google. Do not use double quotes or any other punctuation to specify an exact string of text, unless you are looking for that punctuation.

The system will only look for the exact series of characters you specify, but it is indifferent to letter case. The options enable you to limit the search to either current or archived grievances, as well as to limit the search to inside your facility or the entire national database. A local, current search will look like this.



### Grievance Tracking: FacRep Level Washington Center

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### Search the National Grievance Database

Search Word: 
 FAA Number: 
 Facility ID: 
 Year: 
 Status:  Current  Archives  ZDC  NEA  National

#### Search Results

Edit this Grievance	View this Grievance	NATCA/FAA (Copy)	Topic	Attach # (View)	Notes	Status
<input type="button" value="EDIT"/>	<input type="button" value="VIEW"/>	06-ZDC-3 NC-AEA-06-5374-ZDC-3	Prime time bidding	2	0	<input type="button" value="CLOSE"/>
<input type="button" value="EDIT"/>	<input type="button" value="VIEW"/>	06-ZDC-13 NC-AEA-06-6113-ZDC-3	Leave Bidding	2	1	<input type="button" value="CLOSE"/>

To see the details of the grievance, click VIEW. To see the comments on the case, click NOTES. The attachments page can be accessed by clicking on the number in the “Attach #” column. A local, archive search will look like this.



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BILL : April 09, 2006 Start E1 E2/U1 3rd Lev Natl Arb Search

Search the National Grievance Database

Search Word: 
 FAA Number: 
 Facility ID: 
 Year: 
 Status:  Current  Archives
 Level:  ZDC  NEA  National

Search Results

Edit this Grievance	View this Grievance	NATCA/FAA (Copy)	Topic	Attach # (View)	Notes	Status
<a href="#">EDIT</a>	<a href="#">VIEW</a>	06-ZDC-40	Violation of ZDC Order 3600.2 Chg 1, Round 3 Leave bidding.	0	0	Withdrawn
<a href="#">EDIT</a>	<a href="#">VIEW</a>	06-ZDC-113	Schedule Assignments	0	0	Withdrawn

1 - 2

Click the DETAILS button to see this.

**Grievance Tracking: FacRep Level**  
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Archived Grievance Record

**GRIEVANCE**

**FAA Number** None  
**NATCA Number** 06-ZDC-113  
**Topic** Schedule Assignments  
**Case outcome** Withdrawn  
**Date closed** 02/07/2006  
**Closed by** Doug Lance  
**Closing comment** duplicate entry

**COMMENT LOG**

There are no comments on this grievance.

This includes both the Comment Log and the closing comments and outcome as entered at the time the grievance was closed.

Local searches will show all information. For FacRep level users, searches outside of your facility will not show notes or attachments and the View will be censored.

**Watching Grievances**

On the Preferences page is a button for your “Watch List”. You can use this screen to get e-mail alerts on any record changes for a particular grievance at your Local.



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## Your Grievance Watch List

Select new grievances to add to your watch list:

NATCA No., Grievant, Topic

Grievance

**SUBMIT**

Currently in your watch list:

FAA Number	Grievant	NATCA Number	Delete from Watch List
NC-AEA-06-5359-ZDC-3	ZDC NATCA	06-ZDC-1	<b>DELETE</b>
NC-AEA-06-7327-ZDC-3	ZDC NATCA	06-ZDC-107	<b>DELETE</b>
			1-2

To add a grievance to your watch list, simply select it from the pull down list and hit SUBMIT. To remove it, click on the DELETE button next to the grievance.

### Preferences Link



# Grievance Tracking: FacRep Level Washington Center

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## Your Preferences

\* First Name

\* Last Name

Send e-mail for all grievance actions at Washington Center  No  Yes

Include letterhead on print  No  Yes

New Password

New Password (retype)

\* Current Password:

Required for all changes

E-mail address

E-mail notification of upcoming deadlines  Daily  Weekly  None

Include cc on 3rd level letter  No  Yes

**SUBMIT**

- ADDRESS LIST**
- WATCH LIST**

***When making changes to your preference do not forget to enter you password then click submit to save the changes.***

Most of the preferences need no explanation. However, you must visit the Address List page and select your list before you can submit any grievances. These addresses will appear in your printed grievance form.



All Agency Addresses

Your List

Contact your RVP to edit any of these entries.

Search by Last Name Address Region

Region: NEA

Select	Name	Region	Address
<input type="button" value="ADD"/>	B Allen	NEA	New York TRACON Liberty Area 1515 Stewart Ave. Westbury, New York 11590
<input type="button" value="ADD"/>	B Bateman	NEA	ZDC
<input type="button" value="ADD"/>	Brienza	NEA	Mr. Steve Brienza, Manager FAA Labor Relations Branch 1 Aviation Plaza Jamaica, NY 11434-4809
<input type="button" value="ADD"/>	K Brommage	NEA	Washington Air Route Traffic Control Center 825 East Market Street Leesburg, VA 20176

Remove	Last name	Region
<input type="button" value="REMOVE"/>	Brienza	NEA
<input type="button" value="REMOVE"/>	Washington	NEA
1-2		

The list of all stored addressees appears on the left, and your list appears on the right. By clicking on the “ADD” button, you can put an addressee into your list. If your management contact does not appear in the list on the left, you can add him/her using the Add New Management Address button.



Management Addresses

\* First name

\* Last name

Region: NEA

\* Salutation (after "Dear")

\* Agency Address

Here you can add a new contact. Fill out the form, keeping in mind two things:

1. The Salutation should be whatever you want to appear after “Dear”, such as “Mr. Brienza” or “Ms. Blakey”. The program does not insert the last name.
2. The Agency Address should include the full name and address you want to appear in the letter header.

Once you’ve added your new contact you will still need to ADD it to your list.

When your list is complete, you can check your work by opening a new grievance and selecting the Send To drop-down as shown on the right.

Note that the ability to edit agency addresses is limited. It is not desirable to allow any user to edit other user's addresses, so this capability is restricted to a RVP level only.

\* Grievant

\* Union Rep

Date of Violation  

\* Send to:

Send Third Level letter to:

\* Grievance Regarding

**Facility Link**



**Grievance Tracking: FacRep Level**  
Washington Center

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### Your Facility Correspondence Information

Facility ID ZDC

Facility

NATCA Local Address   
  
This appears in the grievance letterhead and was formerly labeled "Facility address"

FacRep (with title)

Note: To enter Agency addresses, go to Preferences-->Address List (check to make sure the address isn't already in the database)

**SAVE CHANGES**

The Facility link allows you to set your own addresses to be included in the printed grievance form. Both the printed grievance and the Third Level letter will draw your address from the facility address above. The NATCA Local Address is not currently used. Only your own facility will be available to you, but any user within that facility will have full edit capability. RVP level users are able to access all the facility information for all facilities in their region.

**Library Link**

The NATCA Document Library is your convenient resource for contract and MOU information.

**The Green Book**  
*The 1998 NATCA Collective Bargaining Agreement*

Select an Article or Search

Article:   Search:

<p><b>Article 2 Section 4</b></p> <p><b>UNION RECOGNITION AND REPRESENTATION</b></p>	<p>When the Union designates a nonresident Facility Representative, his/her availability to carry out his/her functions under this Agreement is subject to the operational requirements of the facility at which he/she is employed. A nonresident Facility Representative is entitled to official time to perform Facility Representative duties, but is not entitled to official time for travel or to travel and <b>per diem</b> allowances. The management representative assigned to the facility at which the Union has designated a nonresident Facility Representative shall deal with the nonresident Facility Representative in person, via telephone, by letter or otherwise mutually agreeable method, on all matters covered under this Agreement or otherwise required by law.</p>
<p><b>Article 4 Section 14</b></p> <p><b>EMPLOYEE RIGHTS</b></p>	<p>Any bargaining unit employee authorized by the Employer to attend any meetings scheduled by the Employer away from the facility shall be entitled to duty time, travel and <b>per diem</b> allowances, if applicable.</p>

Here you can search the Green Book, Yellow Book, or the listing of National MOUs.

**Memoranda of Understanding**

*Note: This site is operational and the data is real. Do not enter artificial data.*

**Search by Criteria**

Facility:

Search Text:

Union:

**Search by MOU #**

This resets the other search filters.

**Reset Search**

**Add a New MOU**

**Search Results**

Union: All    Facility: All    Search Text: SATDS

	Date Signed	Union	MOU #	Subject	Associated Files	Facility
<input type="button" value="VIEW"/>	20-AUG-03	NATCA	505	Stand Alone Tower Display Systems (SATDS)	<input type="button" value="FILES"/>	National
<input type="button" value="VIEW"/>	14-MAY-02	NATCA	454	Stand Alone Tower Display Systems (SATDS) at PRC and VRB	<input type="button" value="FILES"/>	National
<input type="button" value="VIEW"/>	12-OCT-01	NATCA	400	Stand Alone Tower Display Systems (SATDS) at PRC and VRB	<input type="button" value="FILES"/>	National
<input type="button" value="VIEW"/>	01-JAN-00	NATCA	-	Stand Alone Tower Display Systems (SATDS)	<input type="button" value="FILES"/>	National

This site has the capability to store files associated with specific MOUs, such as PDFs of the actual document, supporting documentation, notes from negotiations, and any other file in any format. The site also has the capability built-in to enable users to upload their own local MOUs. At present these capabilities exist only in the Executive area (secure) and are not in use.

[Feedback Link](#)



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Please provide your comments on this system

Comments

SUBMIT

Just enter in any comments or requests and your text will be sent directly to the system administrator, along with your name.

[Issues Link](#)



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**Open Issues**

Add an Issue

[See closed issues](#)

Response  Done    No  
 Yes

Submitted by	Date Submitted	Issue	Response	Resolved?	Delete	Update
Holtzman	02-APR-06	yellow the search text when viewing the grievance	-	No	Delete	Update
Holtzman	18-MAR-06	include e-mail to Kendal when Arb Req submitted	-	No	Delete	Update
Holtzman	16-MAR-06	add button to change pagination to specific grievances	-	No	Delete	Update
Holtzman	23-FEB-06	set grievance level for new grievances to default to 3rd for national level users	-	No	Delete	Update
Holtzman	23-FEB-06	national grievances entered without grievant	-	No	Delete	Update

You can also enter your issue directly into the built-in issue tracker. Developers use this page as a punch list of work to be done. If there's something you need done, get it in the queue! Click on See Closed Issues to see some history of the project.

[BBS/Email Links](#)

These are simply links to the NATCA Web Board and to the login page for NATCA E-mail. They open up in a new browser so you don't lose your place.

Ω April 9, 2006

## **A couple important points**

- All Grievances filed before October 1, 2009 have been hidden for your convenience. If you wish to view “all” grievances including pre Oct 2009, please select “Preferences” in the top right corner of the Start page; then select “Yes” next to View Pre Oct 2009 Grievances.
- In accordance with the 2009 CBA, employee grievances shall be filed at Step 1 and Union grievances at Step 2. In simplistic terms, the new Step 1 is the old informal/E1 step and new Step 2 is the old E2/U1 step. GATS reflects these changes, however BU user’s not affected by this new CBA will not see these changes.
- Union Representatives will not be sending certified mail to the Manager at the Regional level under the 2009 CBA after Step 2. After attaching all relevant documents for the grievance and within 7 days of receiving the agency Step 2 decision, please enter the date in the “FAA Response Received” field of the individual grievance. Once this is complete, the NATCA Regional office will receive an email of this action and will also be able to view the grievance on the PAR (Pre-Arbitration Review) tab. The Regional office will handle the tracking and elevation of the grievance.
- We have temporarily shut off the “auto save” of grievances in the PDF format. Please be attentive by retaining a signed copy of the original grievance with the Agency’s signature of receipt then uploading it as an attachment. This is very important to secure this document for arbitration purposes.

Now that the CBA is in effect, there is a new grievance procedure in place. While many of the structures of the new Article 9 will look familiar, there are some very important differences. As this new grievance is implemented and utilized, it is important for all Facility Representatives, Regional Vice Presidents, and National Office staff to be in agreement as to the manner in which this process will be administered. To that end, the National Executive Board has adopted the *Internal* process listed below for grievance handling.

As you review the attached process, please keep the following points in mind:

- Any action that must be taken with respect to a grievance—providing supporting documentation, providing recommendations, elevating the matter to the next step, etc—must be done by using GATS. GATS will reflect the changes to the grievance processes upon the effective date of the Collective Bargaining Agreement.
- The decision to take an issue to arbitration or the negotiated Pre-Arbitration Review process must be made **no later than thirty (30) days after the receipt of management’s step two response or the date the**

**response was due.**

- To facilitate that decision, a Facility Representative must forward any grievance to the Regional Vice President's attention **no later than seven days after the receipt of management's step two response.**
  - The Regional Vice President will then make a decision regarding the direction of the grievance **no later than fourteen days after the receipt of management's step two response.**
  - If the decision is to proceed to through the arbitration process, the Regional Vice President will forward all pertinent information to NATCA's Director of Labor Relations for a review of the merits of the case **no later than twenty-four days after the receipt of management's step two response.**
  - If the matter is deemed to be appropriate for arbitration, the Director of Labor Relations will notify the Agency at the National level of the Union's desire to arbitrate the matter.
  - If the decision is to address the matter through the Pre-Arbitration Review process, the Regional Vice President will notify the Agency at the Regional level of the desire to address the matter through the process. The matter will then be prepared for presentation at a quarterly Pre-Arbitration Review meeting.
- While a Facility Representative may have an opinion regarding whether an issue should go directly to arbitration or through negotiated Pre-Arbitration Review process that decision rests with the Regional Vice President.
  - The decision to elevate a disciplinary/adverse action through the expedited arbitration process will be made through discussions between the Regional Vice President and the Director of Labor Relations.
    - To expedite this process, Facility Representatives should **immediately** inform their Regional Vice President of **any** disciplinary or adverse action.
    - The Regional Vice President will provide all necessary information to the Director of Labor Relations **no later than five days after the effective date of the discipline.**

- The Director of Labor Relations will make a decision regarding expedited arbitration **no later than ten days after the effective date of the discipline.**
- If the ultimate decision is to not seek expedited arbitration, there is still sufficient time to either request arbitration or submit the matter to the Pre-Arbitration Review process.

If you have any questions regarding this internal process, please contact your Regional Vice President.

### **Article 9 Grievance Procedure for 2009 CBA: Internal Processes ATC, TMC and NOTAM Bargaining Units**

There are four separate outcomes for grievances filed by NATCA. For those grievances taken through the typical arbitration process (Article 9, § 7) the trigger for a decision is management's second level response to a grievance (or when the time for a response has elapsed). For those disciplinary/adverse action grievances taken through the expedited arbitration process (Article 9, § 11), the trigger is the effective date of the disciplinary/adverse action.

- Elevate to Arbitration (for certain non-disciplinary actions, the expedited process may be utilized but the decision to request arbitration must still be made)
- Elevate to Pre-Arbitration Review Process
- Withdraw the Grievance
- Expedited Arbitration (for disciplinary/adverse actions)

Each one of these paths involves strict timelines and responsibilities. None of these options are automatic and discretion must be utilized. Even the decision to withdraw a grievance (which can effectively be completed through inaction) involves the exercise of discretion to ensure that all appropriate consideration is given to the merits of the grievance.

#### Elevation to Arbitration:

Thirty days subsequent to management's second step grievance response (or thirty days after the response should have been provided), the decision to arbitrate the grievance must be made. That decision is made at the National level. In accordance with SRL-1 of NATCA's Standing Rules, any grievance for which arbitration is desired must be sent to

the Director of Labor Relations for review. To expedite this process, the necessary timelines are as follows:

- 1) The facility representative or his/her designee(s) will forward any grievance **no later than seven days** of receipt of management's step 2 response (or the date the response was due) to the RVP or his/her designee(s). If this is not done within the time frame or the grievance package lacks sufficient information the RVP or his/her designee(s) will attempt to gather sufficient information as to make an informed decision. If the RVP or his/her designee(s) is unable to obtain the requested information, the RVP or his/her designee(s) has the discretion to preclude the grievance from continuing through the review process.
- 2) The RVP or his/her designee(s) will conduct a review of the grievance and assemble all documentation required to draft a cover letter evaluating the case and forward that information to the Director **no later than fourteen days** of the receipt of management's step 2 response (or the date the response was due). If this is not done within the time frame or the grievance package lacks sufficient information, the Director has the discretion to preclude the grievance from continuing through the review process
- 3) The Director or his/her designee(s) will make a recommendation to the NATCA President **no later than twenty-four days** of the receipt of management's step 2 response (or the date the response was due) as to the merits of the case and the potential impact on the membership.
- 4) If the decision is to forego arbitration, the President will notify the RVP or his/her designee(s) and the FacRep or his/her designee(s) from the region where the grievance arose of the decision. That decision may be appealed to the National Executive Board and may only be overturned by a three-quarters vote. In accordance with SRL-1, if an appeal is filed, arbitration will be requested. This request will be made in order to allow for the processing of the appeal. If the ultimate decision is against arbitration, the grievance will be withdrawn.
- 5) If the decision is to arbitrate, the Director will notify the Agency within **thirty days** of the receipt of management's step 2 response (or the date the response was due).

Both the Agency and the Union have strict deadlines once an arbitration request is made. The scheduling of arbitration is to take place within thirty days from the receipt of the arbitration request. If the Union fails to participate in the scheduling process for a period of one hundred eighty days, there is a negative impact on the liability incurred by the Agency. If the Union fails to participate in the scheduling a case for three hundred sixty days, the grievance is withdrawn. This pressure, along with the fact that there are costs associated with failing to prevail at hearing, requires the Union act sensibly as it requests arbitration and schedules those cases. The RVPs or their designee(s) should work with the Director or his/her designee(s) to monitor the status of grievances throughout the regions. This should be done via a weekly conference call. This monitoring will allow

the Union to arbitrate those cases with the most merit and/or review cases for their possible value as precedent.

It is important to note that even after a grievance is scheduled for arbitration, the Union has time to conduct a review of the merits of the case and may, prior to incurring cancellation fees from the arbitrator withdraw the grievance without cost to the union. The 30-day requirement is to notify the agency, not necessarily to be prepared to arbitrate a non-expedited case.

#### Pre-Arbitration Review:

For grievances that originated at the facility level, the Union, at the Regional level, may elect to request the grievance be sent to the Pre-Arbitration Review process.

The facility representative or his/her designee(s) will forward any grievance **no later than seven days** of receipt of management's step 2 response (or the date the response was due) to the RVP or his/her designee(s) requesting that the grievance be submitted to the PAR.

An assessment will be made by the RVP **no later than fourteen days** of the receipt of management's second step response (or the date the response was due). If, after fourteen days of assessment, the decision is made to send a grievance to PAR, the RVP will advise the FAA at the Regional level of the desire to utilize the process. If the decision is to not submit the matter to PAR, the RVP will either withdraw the grievance or submit a request for arbitration per the above section "Elevation to Arbitration".

If, after the PAR quarterly meeting is completed, the Union still has grievances that were not adjudicated, the Union has **thirty days** to request arbitration. The process for such a decision should be as stated above.

If the Union is able to resolve a grievance through the PAR, such resolution shall be committed to writing and entered into the grievance tracking system.

If, after the PAR quarterly meeting, the Union determines that a grievance is not appropriate for arbitration, the grievance will be withdrawn at the Regional level.

Article 9 establishes a framework for the PAR process. However, the actual mechanics of the process (goals for each day of the meeting, amount of time spent, etc) are not clarified. Each region will contemplate how to engage in the PAR process prior to the first quarterly meeting. The development of a process for each region can be discussed during the weekly conference call amongst labor relations points of contact.

#### Withdrawing a Grievance:

A grievance can be settled or withdrawn at any stage of the process. If there is a settlement, the settlement must be committed to writing and entered into the grievance tracking system. If the grievance is withdrawn, it should be noted in the tracking system.

Further, in recognition of the expectations set by the suggested representation agreement, the Union should provide the grievant with an explanation of the rationale for the withdrawal of the grievance. This should focus on a discussion of the merits of the case and the potential for success.

#### Expedited Arbitration:

Any decision to have a grievance heard through the expedited arbitration process must be discussed with the Director of Labor Relations. The request for expedited arbitration for a disciplinary/adverse action must be made within **twenty** days of the effective date of the discipline. (Article 9, § 11) It is important to note that such matters may also be taken through step 2 of the typical grievance process. (Article 9, § 7) Either grievance—expedited or typical—must have a corresponding grievance form. Because the decision to go through the expedited process for disciplinary/adverse actions must be made relatively quickly, all Regional Vice Presidents should have facility representatives inform them immediately of any discipline that is levied in their region. If the Regional Vice President believes that the matter should be sent to expedited arbitration in lieu of the section 7 processes, notification should be sent to the Director of Labor Relations **no later than five** days of the effective date of the discipline or issue giving rise to the grievance if not a disciplinary action.

During this **five** day period, the RVP should collect all information necessary to appropriately evaluate the grievance. The information called for by SRL-1 of the NATCA Standing Rules, includes: a cover letter with the RVP's evaluation of the case; the case file; any other pertinent information regarding the grievance.

The Director or his/her designee(s) will have **ten** days to review the material provided. If the Director decides the matter is ripe for expedited arbitration, the request and corresponding grievance will be sent to the appropriate Agency representative.

If the Director believes the matter is not ripe for expedited arbitration, the Director or his/her designee(s) will make a recommendation to the President no later than ten days of the receipt of the package from the RVP.

If the decision is to forego expedited arbitration, the President will notify the RVP from where the grievance arose of the decision. That decision may be appealed to the National Executive Board and may only be overturned by a majority vote.