

## **How to Fill out SNA Nurse Grievance Form:**

Grievant's Name: *Enter your name*

Department: *Enter the Department you work for*

Date Filing Grievance: *Enter the date you are filing the grievance form*

Grievance Step Filing: *Check the box on what Grievance Step you are filing (see reference below)*

Article & Section Number: *Enter the contract Article Number and Section Number that was violated*

Date/Time of Violation: *Enter the date and time (if applicable) violation occurred*

Nature of Grievance: *Enter factual detail regarding the contract violation you are filing a grievance for. Describe in detail and eliminate emotion. Just the facts.*

Informal Discussion: *Enter the Date, Time, Place, and Who was present for the informal meeting. Enter the nature of what was discussed in the informal meeting.*

Remedy Requested: *Enter the remedy you are requesting for violation of the contract.*

Signature: *Sign and date. Send to the appropriate party based on the level of grievance you are filing (see reference below)*

## **Article XXI Grievance and Arbitration Process:**

**\*\*\*STRICT ADHERENCE TO THIS TIMELINE IS IMPORTANT\*\*\***

**Please cc SNA on all emails**

Informal Discussion: Nurse requests informal meeting with manager or director discussing the complaint as soon as issue occurs. This meeting shall be held within 7 days of the request.

Step 1: Formal written grievance presented to your manager within 20 days after date of contract violation. (Manager has 7 days to respond)

Step 2: After Step 1 filed and Nurse is not satisfied with the Manager's response on Step 1. Step 2 formal written grievance can be sent to your Director within 7 days from receiving the Step 1 response from Manager. (Director has 7 days to respond)

Step 3: After Step 2 filed and Nurse is not satisfied with the Director's response, Step 3 formal written grievance can be sent to the Chief Nursing Officer within 7 days from receiving Step 2 response from Director. (CNO has 7 days to respond)

Step 4: After Step 3 filed and Nurse is not satisfied with Chief Nursing Officer's response, Step 4 formal written grievance can be sent to the Chief Executive Officer within 7 days from receiving Step 3 response from the Chief Nursing Officer. (CEO has 7 days to respond)

Step 5: If Nurse is not satisfied from Step 4 response from Chief Executive Officer, Nurse and Association have 15 days to demand arbitration.