

## Where to Go for Help if you have a Problem on the Job

Questions can often be answered by your college's Human Resources or Personnel Department.

If there is a problem that requires additional assistance, here's where to find help:

### THE CONTRACT

[www.the4cs.org](http://www.the4cs.org)

*Read the Contract to find out your rights and benefits.*

### CHAPTER LEADERS

[www.the4cs.org](http://www.the4cs.org)

*Go to the "Your Campus" link on the home page. Click on your college for a list of Chapter Leaders.*

### 4C'S STAFF

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4C's Members  
Guide to

# Solving Problems on the Job

Congress of Connecticut  
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## Solving Problems on the Job

Everyone wants a smooth working relationship on the job. But, problems arise in every workplace. As a 4C's bargaining unit member (whether full or part-time), you have the right to union protection and representation rights guaranteed by our Contract.

If you think management may have violated your rights, talk with one of your chapter leaders or call the 4C's office and ask for the organizer assigned to your campus. They can help you determine the best course of action.

Many problems can be settled informally between the employee and his or her immediate supervisor. When you meet with the appropriate management representative, a 4C's representative may accompany you. A resolution reached through this process is called an "informal adjustment".

If the issue is not resolved, you may want to file a grievance.



## Filing a Grievance

You have the right to file a formal complaint seeking justice when your contractual rights have been violated. The complaint is called a "grievance". You have *thirty days* from the date of the alleged violation to initiate a grievance, so talk to your chapter chair or 4C's staff as soon as you think there might be a problem.

If you and your union leader determine that a contract violation has occurred, together you will fill out a "grievance form". You will identify the provisions in the Contract that have been violated along with the facts, rationale, and remedy sought.

The grievance process includes a set of meetings at the local and system levels. If the grievance is not resolved here, the union may argue your case before an impartial arbitrator who will make the final ruling.

The grievance process is thoroughly explained in our Contract. Be sure to read **Article VII Grievances** to make sure you follow the procedure and comply with the strict timelines.

### Grievance Tips

Grievances may be filed by an individual staff member, a group of staff members, or by the 4C's. Grievances may be filed on Level I (campus President) or Level II (Chancellor's Office) depending on the origin of the grievable action or issue.

Keep good notes. Make sure there is someone present to take full and detailed notes at the grievance meeting. (You may take notes yourself

in an informal process.) Keep copies of all documents.

Hold no facts back from the union representative working on your problem. If the 4C's is to adequately and successfully represent you, the union should not hear things for the first time from "the other side". Be assured that every effort will be made to maintain the strictest confidentiality.

## Grievances Protect Our Rights

Grievances need to be filed in order to correct violations and clarify Contract language *for all members*. If we make the effort to ensure that our Contract is enforced, we will all be guaranteed our rights and benefits. If violations are not challenged, our Contractual rights may erode. Those who file grievances are not viewed as "trouble makers," but rather as defenders of our Contract.

The 4C's is interested in settling issues reasonably without causing hard feelings. While this is not always possible, we make every effort to keep grievances restricted to facts and events and not to interject issues beyond the scope of the Contract.