

Time Claims (5 Important W's)

As previously stated, probably the most essential element in the handling of a grievance is getting the facts.

In the handling of time claims, the claim should contain the specific facts involved in the grievance as well as reference to the specific rule which allegedly has been violated. Such facts include what actually happened, the date of the occurrence, the yard or run involved, the engine number, train number, etc.

Remember the Five W's:

Who is involved in the claim or grievance? Name(s) of person(s) involved-anyone who can furnish information concerning the claim or grievance. (Don't forget the supervisor or management representative who might have caused the claim or grievance.)

When did the claim or grievance occur? On what day and at what time did the act or omission take place which created the claim or grievance?

Where did this occur? **Exact** location-mile-post number, yard, industrial track, terminal, etc.

Why is this a claim or grievance? What has been violated? Agreements? Supplement? Local agreements? Past practice? Law? Rulings or awards? In order to have a legitimate claim or grievance, there must be a violation of something. This "W" directs your attention to that specific something which has been violated.

What are the demands? What adjustments are necessary to completely correct the injustice and to place the aggrieved member in some position he or she would have been in had the grievance not occurred?