Grievance Manager Design Planning

Important! Please read this page:

Grievance Manager applications are custom built for each client, so it is extremely important that clients engage in the planning process with us, and help us keep the process continuous and efficient.

Planning is done by conference call, using screen-sharing software for presentation. The number of conferences varies, and will depend on the complexity of your grievance process (including all the details and exceptions), and the level of automation you're trying to achieve with the software.   To start, we will schedule **a set of four one-hour sessions with you to be held in the space of one or two weeks**. During that time we'll ask that you have one or more staff available who are 1) knowledgeable of the grievance process and 2) having authority to make decisions about the software. Staff attending the conferences must be knowledgeable of their grievance process, and should be able to resolve most issues that arise from the conferences within a day or two. Cancelled or missed conferences are billable, and a discontinued set of conferences will have to be rescheduled as a set.

For very simple or pre-conceived applications, where it becomes clear that four conferences aren't necessary, we will credit unused hours to the build process.

Before conferences are scheduled:

1. Please provide us with fax or email copies of current grievance forms in use, for all steps and phases of the process for which you need automation. Sections of your contract describing grievance appeal processes are also helpful.

2. Consider who in your organization may be using the application, and what restrictions you may want to apply to different groups of users, in terms of adding, viewing, and editing information.

3. Consider what kinds of documents or files you may need to attach to individual grievances, or to groups of grievances.

4. Consider what kinds of reminders may be helpful. (Example, an email to the grievant's steward 8 days after his grievance was denied at step 1, so that the steward remembers to file an appeal.)

The more attention you can give to these issues before we start, the faster the process moves (and you save money when things go fast!).

We look forward to working you!

The Union Built PC Development Team