

Using the 7Ws to Gather the Facts

WHO

- **Who** are the grievors/complainants (and contact information)?
- **Who** are the defendents/respondents?
- **Who** caused or contributed to the problem?
- **Who** are the supervisors/managers?
- **Who** may be witnesses?
- **Who** may provide signed statements and/or testify?
- **Who** did the grievor/complainant tell?
- **Who** else has experienced this problem, now or in the past?
- **Who** may be affected by the outcome?
- **Who** has information you need?
- **Who** will investigate?
- **Who** will provide representation?
- **Who** will set up the hearing?
- **Who** will be at the hearing?
- **Who** may “hurt” the grievor/complainant’s case?
- **Who** may “help” the grievor/complainant’s case?
- **Who** do you need to consult with?
- **Who** can you get advice from?
- **Who** will provide representation at next levels?
- **Who** knows about what happened?
- **Who** needs to know about this grievance?



WHAT

- **What** is the problem, issues to be resolved?
- **What** are the facts?
- **What** is the position of the employer?
- **What** has been said in relation to the problem?
- **What** is the background to this issue?
- **What** were the contributing factors?
- **What** are the consequences of doing nothing?
- **What** meetings, communications have taken place?
- **What** has the member done?
- **What** has the employer done?
- **What** documents does the member have?
- **What** evidence is required?
- **What** is needed from the employer?
- **What** collective agreement and/or policy is relevant?
- **What** union policies are relevant?
- **What** was violated?
- **What** are the precedents?
- **What** is the past practice of the employer?
- **What** are the mitigating factors?
- **What** is the position of the local, of the membership in general?
- **What** will be the impact of the grievance on the member, membership, union?
- **What** is the style of the manager hearing the grievance?
- **What** are the options to solve this problem and the consequences of choosing each one?
- **What** can be done to prevent a reoccurrence?
- **What** safeguards can be built in?



WHEN	<ul style="list-style-type: none"> • When did the problem occur – is it one incident or ongoing? • When did the member first start trying to address this problem? • When did the member begin their employment? • When did meetings, communications take place? • When do the time limits expire? • When is the hearing scheduled? • When should the grievance/complaint be presented, transmitted?
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WHERE	<ul style="list-style-type: none"> • Where exactly did this take place? • Where was the member at that time? • Where were others ... supervisor, witnesses? • Where was furniture, vehicles ... distances? • Where does the member work? • Where can I get corroboration of the members's version? • Where are the grievance/complaint forms? • Where are you recording all of the details of this case?
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WHY	<ul style="list-style-type: none"> • Why is this a problem? • Why did the employer take action or not act? • Why did this occur? • Why did this happen to this particular employee? • Why did the member do what s/he did? • Why is a grievance/complaint necessary? • Why is this issue being pursued? • Why do people think the member is innocent/guilty? • Why are people supporting/not supporting the member's version?
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WANT

- **Wants** redress in full including ...;
- **Wants** a hearing at each level.
- **Wants** documents removed from files and destroyed.
- **Wants** training for respondent, unit, workplace.
- **Wants** a harassment-free environment.
- **Wants** a declaration that the collective agreement was violated.
- **Wants** reinstatement effective date of ... with no loss of pay and benefits.
- **Wants** reinstatement of sick leave credits.
- **Wants** memorandum of understanding outlining commitments and agreements.
- **Wants** protection from retaliation.
- **Wants** to be made whole

WHOA

- Did I correctly identify the problem?
- Did I treat this as an organizing/educational opportunity - how will this contribute to membership education and involvement?
- Have I analyzed the case and developed arguments and counterarguments? Am I well prepared for the hearing?
- Is the file organized and has the PSAC Grievance File Checklist been completed?
- Did I obtain all the documents required?
- Are all the statements signed and witnessed?
- Is the Steward Fact sheet completed?
- Are all my notes legible, signed and dated?
- Are copies of the grievance/complaint and transmittal forms legible?
- When do I need to forward the complete file to the representative at the next level?

