

Stewards do a fantastic job of communicating with the faculty. Teachers should be encouraged to contact their steward any time an issue arises. The Union is in place to support teachers, provide guidance and assistance when needed.

The goal is to solve any issues at the earliest level possible.

Teachers should **always be respectful in any communications with management**. If in person, do not raise your voice, but calmly state the issue. **The best results are achieved if everyone is acting in a professional manner**. Always keep copies of email threads involving any issues. **Always allow a few days for a response from Admin**. The teacher can always ask for a status update if it's been more than a few days. Stewards or Union reps can help compose appropriate emails to admin if needed.

Issue	Process Steps
Equipment issues	<ol style="list-style-type: none"> 1. Teacher should contact the site manager, explain the problem. Ask for resolution. If not resolved, follow the next step. 2. Send email notice to Eric Unger, politely state that the site manager had been contacted, but the issue remains. Cc Program Manager. If not resolved: 3. If issue remains, contact steward to see if Union action (grievance) is needed.
Room Issues	<ol style="list-style-type: none"> 1. Teacher should contact the site manager, explain the problem. Ask for resolution. If not resolved, follow the next step. 2. Send email to program manager stating the issue. 3. Send email notice to Dawn Patch (cc Program Manager, and Jim Newcomb). State that the issue is ongoing and request resolution.
Problem with another teacher	<ol style="list-style-type: none"> 4. Try to resolve by talking to the teacher(s) involved or refer to SC. Sometimes a simple conversation can clear the air. 5. If a complaint has been formally made, strongly suggest a union rep is in the investigatory meeting. Teacher may request any rep they would like but remind the teacher that having an experienced rep will make the process go better and provide the best chance for a good outcome.
Called into investigatory meeting	<ol style="list-style-type: none"> 1. Request a union rep. Talk honestly and openly with that rep. The conversation will be confidential. 2. The rep will train the teacher in keeping a professional demeanor in the meeting. 3. Once in the meeting, keep answers truthful, concise, and respectful. Do not raise your voice.
Problem with Program Manager	<ol style="list-style-type: none"> 1. If possible, resolve without a formal complaint. Some issues can be easily resolved by a conversation or email between the faculty/union and the program manager. 2. If the issue is not resolved, refer to the grievance committee. 3. Grievance committee will review and suggest appropriate next steps.
Serious Issues (Harassment, Bullying, etc.)	<ol style="list-style-type: none"> 1. If the issue is serious, contact steward for guidance, or report directly to the appropriate department, usually HR. 2. If a meeting is scheduled because of the report, request a union rep to be present.