

First Step (Article 21 Section A)

Contact a Union Steward and complete a grievance **WITHIN 7 DAYS** of the violation of the contract.

Your grievance **must include:**

1. Your name, employee number, station, shop, class, name of immediate Supervisor, address, and your contact number.
2. Statement of your grievance with language including "This is a violation of the contract **including** Article (whichever is violated)" and "I wish to be made whole in every way including (state what you are requesting)".
3. The date, signature of employee, signature of Union Steward, and date presented to Supervisor.
4. Attach copies of any supporting documentation to the grievance fact sheet. Give as much information as you can that supports the merit of your grievance.
5. Make a front and back copy and give the grievance to your immediate Supervisor.

If your grievance is denied or is **not received back in 7 days** you (the employee) can appeal to the next step.

Second Step (Article 21 Section B)

1. Put the date received and sign where it says "Case Appealed by". **If you're appealing because you did not receive your grievance back:** using the copy of your original grievance. Write "Grievance not received within time frame. Appealed to next step" in the Supervisor decision section.
2. Give grievance to Base manager (MTX), Manager of Stores (Parts), Manager of QC (Inspections) **within 10 days.**

If your grievance is denied or is **not received back in 10 days** you (the employee) can appeal to the next step.

Third Step (Article 21 Section C)

1. Put the date received and sign where it says "Case Appealed by". **If you're appealing because you did not receive your grievance back:** using the copy of your original grievance. Write "Grievance not received within time frame. Appealed to next step" in the First Appeal decision section.
2. Forward grievance to TWU Local 576, P.O. Box 2916, Grapevine, TX 76099-2916 **within 20 days.** Include all supporting documents and information that support your grievance. Sending with a return receipt is encouraged. **IT IS THE RESPONSIBILITY OF THE EMPLOYEE TO MEET DEADLINES!**