

ARTICLE 19: DISPUTES AND GRIEVANCES

DISPUTES

- 19.1 The Parties agree that disputes should be resolved in an orderly, prompt, and equitable manner. A dispute is defined as any difference of opinion between an employee and the employer, or the union and employer. The Parties agree that every effort should be made to resolve disputes informally with the first level supervisor or others, as appropriate, and to settle disputes at the lowest possible supervisory staff level.
- 19.2 Any employee, supervisor or manager can request a mediation session when they feel they have an issue or concern where a neutral third party (mediator) could assist in resolving the issue or concern. Procedures for requesting mediation are outlined in the AFSA/FAS Conflict Resolution Program (CRP) guidelines and can also be found on FASTNET, currently under Initiatives, on the Civil Rights Home Page.

GRIEVANCES

- 19.3 Grievable issues are defined in 3 FAM 4400, the Foreign Service Grievance System, and include the interpretation, application, enforcement or alleged violation of an expressed provision of this Agreement and appendices. The process for filing a grievance is also detailed.
- 19.4 An individual and/or the union may proceed with a formal grievance in accordance with 3 FAM 4400. The first official step in filing a grievance is submitting the complaint in writing to the Servicing Personnel Office.
- 19.5 The Parties further agree that changes and amendments made to 3 FAM 4400 to which the agency is a party, during the term of this Agreement will control the grievance process.