

# How to Investigate A Grievance

*Answer the 5 W's:*

**WHO** is involved?

**WHAT** happened?

**WHEN** did it happen?

**WHERE** did it happen?

**WHY** is it a grievance?

*And find out:*

**What does management say?**

**What has happened before in similar situations?**

**What is the grievant's history on this issue?**

**What does the grievant want to settle the grievance?**

