To: Associate Vice Presidents, Faculty Affairs  
    Human Resource Directors

From: Bill Candella  
    Senior Director, Collective Bargaining

Date: November 20, 2008

Re: Campus Instructions for Closing Settled/Withdrawn Grievances in GRARB

The Chancellor’s Office has recently received several campus inquiries regarding cases that were resolved at the campus level, yet continue to show as “Active” rather than as “Inactive” in the Grievance and Arbitration System (GRARB). We have prepared the following information to assist you in understanding how grievances and complaints are closed out in GRARB at the campus level.

Campus users are able to close active grievances/complaints in GRARB when cases have been settled on the campus with a settlement agreement, withdrawn at the campus by the Union, or when the contractual timeline for the union to elevate the matter to the Chancellor’s Office has lapsed.

Please be aware that when a matter is closed in GRARB, the system automatically notifies the union electronically. For this reason, it is important to ensure that the Union is in agreement that the matter has been withdrawn, settled, or that the timeline for elevating the grievance has lapsed before closing a case in GRARB.

While it is the responsibility of each campus to close out grievances resolved at the campus level, grievances which have been elevated to the Chancellor’s Office by the grievant and/or the Union can only be closed out by the Chancellor’s Office.

In some instances, campuses believed that cases were closed in the GRARB system because the comments sections and settlement date sections were updated to reflect that settlements had occurred. However, not all appropriate fields were completed, resulting in the cases continuing to show as “Active” rather than as resolved. To close a case in GRARB, please choose the “Maintenance” option at the top left corner of the screen, and then choose “Maintain Grievances” from the drop down menu. Please note the “Case Closed Date” field in the upper left hand corner of the page within the “Grievance Case Details” section. Provide the date the case was closed in the “Case Closed Date” box. This date should be either the date the grievance was withdrawn, or the date the settlement was paid out or otherwise completed. Next, update the
"Comments" Section and upload relevant documents such as letters of withdrawal or signed and executed settlement agreements. Ensure that the "Filing Date", "Meeting Date", and "Response Date" fields are completed. If a written response was not issued, provide same date that is placed in the "Settlement Date" field. Finally, activating the save button at the top left corner of the screen, which looks like a floppy disk, will save the data as entered. A screen shot showing each step in the process is attached.

To close a case in GRARB, please choose the “Maintenance” option at the top left corner of the screen, and then choose “Maintain Grievances” from the drop down menu. Please note the “Case Closed Date” field in the upper left hand corner of the page within the “Grievance Case Details” section. Provide the date the case was closed in the “Case Closed Date” box. This date should be either the date the grievance was withdrawn, or the date the settlement was paid out or otherwise completed. Finally, activating the save button at the top left corner of the screen, which looks like a floppy disk, will save the data as entered.

Please direct any questions regarding how to enter or update cases in GRARB to Ruth Hirai at (562) 951-4409. Please direct questions regarding case management to the Chancellor’s Office manager that is assigned to your campus (contact list attached).

BC/ska

Attachments