

## The **ABCs** of Conflict/Resolution

*This web-site provides Hawaii Beach Resort employees with information about the first three steps of the negotiated method of resolving disputes between union members and management.*



**A**

A manager may have done something wrong that impacted me negatively, and I would like to find a solution. [\(Click on A\)](#)

**B**

Before I file a grievance, I need to submit a complaint form to the my manager. [\(Click on B\)](#)

**C**

Company and I were unable to resolve my complaint [\(Click on C\)](#)

The time limit icon at the top of the pages tells you how much time you have for that step.

**Time Limits!**



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## 1 Day to File

If you believe the company violated the terms of the collective bargaining agreement (contract) you should do the following:

1. [See videos below](#) to learn how to check the [contract](#) to identify the section(s) a violation may have occurred. Common Contract Sections are listed below:

- Work Opportunity/Seniority ([Section 8.](#))
- Wages ([Exhibit A](#))
- Overtime ([Section 9.](#))
- Discipline ([Section 24.](#))
- Vacation ([Section 13.](#))

2. Examples of researching the contract to find an appropriate section include the [videos](#) below. Afterwards, move onto the next step ([see B](#))

B



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## 6 Days to File

1. Retrieve a [Complaint Form](#) from outside of the Human Resources office, or you can download one [here](#).

2. Fill out the [Complaint Form](#) and give it to your manager, or directly to the Human Resources office within 6 days of you having knowledge of the event that you would like to resolve. [Watch video](#) below to learn about filling out the [Complaint Form](#).



3. If you agree with the resolution after meeting with your manager, keep a copy of the completed Complaint Form for your records. If you disagree with the resolution proceed to filing a grievance ([select C](#)).



### 3 Days to File

Now that you have completed the [Complaint Form process](#), and did not agree with the resolution, please do the following:

1. Immediately contact your HHU representative by [clicking here](#), to fill out and submit your information immediately.
2. Have a copy of your [Complaint Form](#) ready to assist the Union in representing you.
3. Your Union representative will be communicating with you throughout the rest of the [grievance process](#).



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- [Complaint Form](#)
- [Just Cause Checklist](#)
- [Complete Collective Bargaining Agreement](#)
- [Grievances \(Section 25.\)](#)
- [Work Opportunity/Seniority \(Section 6.\)](#)
- [Wages \(Exhibit A\)](#)
- [Overtime \(Section 9.\)](#)
- [Discipline \(Section 24.\)](#)
- [Vacation \(Section 13.\)](#)



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A-Am I Right or Wrong?

B-Complaint Form

C-Ready to File Grievance

More

Home

# FEEDBACK

[Edit this form](#)

## Feedback Form

Please take a moment to fill out this form so we can continue to improve our collective ability to fight for dignity and justice in your workplace.

Last Name, First Name

Job Title

Email Address

Number of years working for the company

- Under 1
- 1-3
- 4-7
- 7-10
- 11 or more

How Satisfied Were You

I have a much better idea of how to file a grievance at my unit.

1 2 3 4 5 6 7

Strongly Disagree        Strongly Agree

I would like to see more online information about my rights as a Union member.

1 2 3 4 5 6 7

Strongly Disagree        Strongly Agree

I am going to inform my fellow co-workers about this website.

1 2 3 4 5 6 7

Strongly Disagree        Strongly Agree

My Ideas

The three things I liked best about this website were the following:

The first three things I would change on this website are the following:

I would like to learn more about the following Union topics (can check more than one):