

Solving Problems

A Message From President Albert Garrett for Members of Michigan **AFSCME** Council 25

One of the first points we always cover in training new stewards is the concept that the earlier a grievance can be resolved, the better. It is not more effective or more efficient to appeal every grievance to arbitration - particularly if it can be resolved more quickly at a lower step of the procedure.

It follows that a grievance must be processed through each step on the way in order to determine whether it can be resolved at any given step.

The same philosophy applies to internal matters regarding our union. Problems which may arise regarding service, negotiations, contract administration, or any of the myriad other areas with which we must deal should be resolved as expeditiously as possible, at the first possible step.

Council 25 has adopted a procedure for dealing with such problems which is applied consistently across the state. Most local unions and chapters have adopted corresponding procedures to assure that problems and questions are addressed and resolved efficiently and effectively.

A member with a question or problem normally contacts an area or shift steward, committee person, or similar officer. If that person is unable to resolve the question, it is usually referred to a chief steward or other officer, and ultimately to the Local Union President or Chapter Chairperson.

If the President or Chairperson is unable to resolve the question, he or she proceeds to the Staff Representative. He or she may be contacted at the Council's appropriate area office.

Under some circumstances, the Staff Representative may be unable to resolve or adjust the situation. The next step is the applicable Administrative Director, available at the indicated office. In those rare situations which are not resolved by the Administrative Director, problems or questions

Office of the President
Albert Garrett, President
Edward L. McNeil
Special Assistant to the President
1-800-AFSCME25 (1-800-237-2632)



Administrative Directors
Regions 1 - 4 - Jimmie Hearn (313) 964-1711
Regions 5 - 11 - Shana Alderton 1-800-237-2632
Civil Service - Edward L. McNeil 1-800-237-2632
Arbitration - Donald Gardner 1-800-237-2632
Child Care - Herb Sanders (313) 964-1711
Education - James Neblett (313) 964-1711
Organizing - James Neblett (313) 964-1711



Field Staff
Lansing Headquarters 1-800-237-2632
Detroit Area Office (313) 964-1711
Flint Area Office (810) 787-5381
Warren Area Office (586) 582-8000
Kalamazoo Area Office 1-866-405-6800
Marquette Area Office 1-800-671-1800



Local Union President
Chapter Chairperson

may then be directed to the Special Assistant to the President, and ultimately, if still unresolved, to the President of Council 25.

Use of this procedure by all members and locals will help to maintain an efficient and effective Council operation, enhance communications, and assure that information is shared and expertise utilized at each level of our Union structure.

Michigan **AFSCME** Council 25, AFL-CIO

Albert Garrett, *President*

Lawrence A. Roehrig, *Secretary-Treasurer*