



September 13, 2016

TO: District 3 Staff and AT&T Mobility Local Presidents

FROM: Nick Hawkins, Assistant to the Vice-President

RE: **Instructions | AT&T Mobility Grievances Appeal to Staff**

I am resending these guidelines due to recent changes within the reporting structure of District 3 Staff. The following procedure should be closely adhered to, and ***all pertinent paperwork must be included.***

Pertinent Paperwork Required When Grievances Are Appealed to Staff:

1. A) A copy of Letter/Fax to Scott Simmons to contact M.M. Smith to schedule a meeting re: Discipline & Contract Interpretation/Call Center issues.

B) A copy of Letter/Fax to Victor Menendez to contact M.M. Smith to schedule a meeting re: Discipline/Orlando & Miami Call Center issues.

C) A copy of Letter/Fax to Victor Menendez to contact M.M. Smith to schedule a meeting re: Contract Interpretation/Orlando & Miami Call Center issues.

D) A copy of Letter/Fax to Dean Cordova to contact M.M. Smith to schedule a meeting re: Contract Interpretation/Retail Sales, Network, and Memphis Distribution Center.

E) A copy of Letter/Fax to Dean Cordova to contact M.M. Smith to schedule a meeting re: Discipline/Network, and Memphis Distribution Center.

F) A copy of Letter/Fax to Dean Cordova to contact Velvet Hawthorne (Kevin Kimber for Florida Retail) to schedule a meeting re: Discipline/Retail Sales issues.
2. Dated and signed Record of Grievance, signed by both the Union & the Company.

3. Statement of Occurrence, complete with grievant's current home address.
4. A Grievance Brief and all supporting documentation.

cc: Richard Honeycutt, Vice President
Booker Lester, Administrative Director
Thelma Dunlap, Administrative Director
John Quinn, Administrative Director

The Process Outlined Below Must Be Adhered To:

- The grievance must be reduced to writing and delivered to the designated company representative, within forty-five (45) calendar days of the action complained of; otherwise it will be considered untimely.
- Locals must meet informally with the Company prior to the formal level grievance meeting. If Locals cannot meet within forty-five (45) days, Locals should put the grievance in writing and request the meeting in order to protect the time limits. The Company should meet with the Local Representative within seven (7) days of the request for the formal meeting.

Locals may then go back and meet informally and if the issue is settled, the request to meet formally may be withdrawn. This must be done to protect the time limits.

- When meeting at the formal level, Locals should provide the Company with the: **“Record of Grievance Between Communications Workers of America (CWA) And AT&T Mobility”** (This form is posted on the District 3 Webpage under the “For Locals” tab, in the grievance forms section)
- That company should provide a decision in writing within **ten (10)** work days of the formal grievance meeting. If Locals do not receive a written answer within **fifteen (15)** days, it will be the responsibility of the Local to appeal the grievance to the appropriate Staff Representative, just as if the grievance had been denied.
- If the grievance is appealed to the Staff Level, it is the responsibility of the Local to write a letter to the appropriate Company Labor Relations Manager (sample letter attached), letting them know that the grievance is being appealed to the Staff Level. The postmark will indicate that time limits have been met. **Under the 2014 contract Locals must appeal within 30 days of the decision at Step 1. If Locals do not notify the Company Labor Relations Manager in writing within the 30 days, the grievance will be untimely and the Company will refuse to meet at Step 2.**
- A copy of the letter to the Company Labor Relations Manager **must** be included in the file to ensure that time limits are protected.
- The file should be sent directly to the appropriate Staff Representative, and **must include a Grievance Brief**, plus any other notes or exhibits that were used or provided by the Company that were relevant to this case.

Send Appeals to the Staff Level as Follows:

LETTER TO COMPANY SHOULD SPECIFY:	AT&T MOBILITY ISSUE/LOCATION:
M.M. Smith:	All Contract Interpretations
M.M. Smith:	All Call Centers, All Network Memphis Distribution Center
Kevin Kimber:	Florida Retail Stores – Discipline Cases
Velvet Hawthorne:	All Other Retail Stores – Discipline Cases

Exhibits should be referenced in the grievance brief. The brief should indicate what the exhibit(s) are and what information supports the Union's position. Often times we receive exhibits and the brief does not explain how the information relates to the grievance. Also, please ensure that you provide the *grievant's complete and current mailing address*, so that they will receive the correspondence.

Attached are Examples of the following Instructions/Guidelines:

- 1) Grievance Brief
- 2) Record of Grievance Between CWA and AT&T Mobility” Form for ALL AT&T Mobility Grievances.
(Do Not Use Form 3G3A)
- 3) Request for Formal Grievance Meeting
- 4) Form Letter sent to Company Labor Relations
- 5) Statement of Occurrence

If you have any questions about this issue, please feel free to call M.M. Smith at 404-296-5553.

See Attachments

Send Appeal Letters to Company Labor Relations as Follows:

- **SEND LETTERS FOR ORLANDO, MIAMI, AND PUERTO RICO CALL CENTERS TO:**

Victor Menendez
Labor Relations Manager
AT&T Mobility
103 Ortegon Street
Guaynabo, PR 00966

- **SEND LETTERS FOR ALL CALL CENTERS (EXCEPT ORLANDO, MIAMI, AND PUERTO RICO) TO:**

Scott Simmons, Esq.
Labor Relations Manager
1884 Data Drive, 1st Floor
Hoover, AL 35244

- **SEND LETTER FOR ALL RETAIL, NETWORK, AND MEMPHIS WAREHOUSE TO:**

Dean Cordova
Labor Relations Manager
AT&T Mobility
605 W. Garden St. 2nd Floor
Pensacola, FL 32502
