

KNOW YOUR WORKPLACE RIGHTS AND RESPONSIBILITIES

ADVICELINE: All Commonwealth employees, including agency managers, may call the Department of Employment Dispute Resolution's (EDR's) toll-free AdviceLine for confidential, cost-free guidance on preventing, managing and resolving workplace conflict, as well as information on the rights and responsibilities of employees and agency management. You may reach EDR's AdviceLine by calling 1-888-23-ADVICE (232-3842) between 8:00 a.m. and 4:30 p.m., Monday through Friday.

MEDIATION: EDR administers the Commonwealth's workplace mediation program. Mediation is a confidential and voluntary process through which neutral third persons (mediators) assist people in conflict with exploring their differences and developing their own solutions to their concerns. A decision to mediate a dispute does not prevent an employee from initiating a grievance later, but a written agreement to extend the 30-day grievance filing deadline is required to preserve the right to grieve at a future date.

GRIEVANCE PROCEDURE: Non-probationary classified employees may use the Commonwealth's grievance procedure to bring their work-related concerns to upper-level management, and in some cases, to an independent hearing officer. Generally any issue that relates directly to your own employment can be grieved, at least through the management steps in your agency, but rules must be strictly followed. More key points:

- All grievances must be initiated on the Grievance Form A within 30 calendar days of the challenged action, unless the parties agree in writing to an extension.
- State law prohibits retaliation against employees who participate in a grievance.
- Employees and agency management are responsible for knowing their grievance rights and responsibilities.
- Information on the grievance procedure is available from EDR consultants via the toll-free AdviceLine and on EDR's Website, including copies of the *Grievance Procedure Manual* and Grievance Form A.



The Department of Employment Dispute Resolution

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Please post in a conspicuous and accessible site