

My grievance with Mr. Biles occurred on 08/22/02.

Just before 4:00 P.M. on that day I was working the front window and there were no claimants in the waiting area. Mr. Biles stopped on his way out to inquire how the day had gone. I told him that it was OK but I had a question for him that had been troubling me. Early in August I talked with Mr. Biles about annual leave later in the month. He said that he could not honor all of the time I requested because we were already into the appointment calendar so I didn't include that time on my leave slip. I made a mistake by not getting it in writing. He insisted that he had not made a denial but had told me that it would be difficult to let me off, however, a CR was granted leave during that same period of time at a later date.

At approximately 3:55 P.M. two people came into the office with a payee issue that Mr. Biles was familiar with. After some discussion that lasted until after 4:00 P.M. Mr. Biles requested that the beneficiary fill out a 795 while he excused me from the window to go to his office to discuss the annual leave question I had asked him about.

When I asked to review the leave slip we went to the timekeeper's desk, who was off that day, to retrieve the leave slip that confirmed that I had not included that time on the request for annual leave. By this time Mr. Biles was becoming irritated with me and defended his reason for "discouraging" that part of my leave request with terminology which I didn't understand. When I asked him for the definition of a word, which I think was exigency, his voice became louder while he pronounced that word and spelled it to me even more loudly and gave his definition in a demeaning manor. He then said that it was time for him to go and asked me if I had anything else I wanted to talk to him about. My reply was "no" as I turned around and headed back to finish helping the people at the window.

I again felt intimidated, two (2) CRs were within listening distance. I don't know if anyone else overheard anything but I do know that one of the CRs was aware that something was going on.

Why was this not handled after I had closed the window? I don't consider this to be good public service. I have been accused many times of poor service to the public.

I have previously dismissed a grievance on Mr. Biles for similar circumstances while being talked down to. I don't know how much longer I can endure this stress.

September 25, 2002

Ms. Glenna Shropshire
Union Representative
Social Security Administration
506 W Utah Ave
Chickasha OK 73018

Dear Ms. Shropshire:

This is in response to the Step 1 grievance filed on behalf of [redacted] on September 12, 2002. [redacted] alleges that she was not treated with respect on August 22, 2002 while she was discussing her leave request. The relief she seeks is that she be treated with the same respect that other employees receive, and that all employees should receive the same consideration.

No oral presentation was requested.

I agree that all employees deserve to be treated with dignity and respect and that has long been the policy and practice throughout the Lawton district. I will continue to conduct myself in accordance with that principle.

The relief that you seek on [redacted]'s behalf is granted.

This decision may be appealed to the Step 2 official within five (5) working days after receipt of this decision.

John Biles
District Manager

DISPOSITION OF GRIEVANCE

NAME OF EMPLOYEE

STEP 1 DECISION BY:

TITLE *District Manager*

SIGNATURE *John Biles*

DATE *9-25-02*

DECISION (Enter disposition summary here and check block if narrative attached)

See attached document.

RECEIPT ACKNOWLEDGED BY EMPLOYEE OR UNION REPRESENTATIVE

Yunna L. Napshire

DATE *9-25-02*

Grievance Resolved Proceed to next Step Oral Presentation Requested Photocopy to Union

AS NEEDED, DESIGNATE STEP 2 OFFICIAL →

NAME

LOCATION

TELEPHONE

STEP 2 DECISION BY:

TITLE

SIGNATURE

DATE

PERSON SERVED

MAIL DIRECT

DATE

DECISION (Enter disposition summary here and check block if narrative attached)

RECEIPT ACKNOWLEDGED BY EMPLOYEE OR UNION REPRESENTATIVE

DATE

Grievance Resolved Proceed to next Step Oral Presentation Requested Photocopy to Union

AS NEEDED, DESIGNATE STEP 3 OFFICIAL →

NAME

LOCATION

TELEPHONE

STEP 3 DECISION BY:

TITLE

SIGNATURE

DATE

PERSON SERVED

MAIL DIRECT

DATE

DECISION (Enter disposition summary here and check block if narrative attached)

RECEIPT ACKNOWLEDGED BY EMPLOYEE OR UNION REPRESENTATIVE

DATE

Grievance Resolved Yes No Photocopy to Union

FOR LABOR AND EMPLOYEE RELATIONS STAFF USE →

Grievance Code:

Disposition:

Disposición Level: