

DISPOSITION OF GRIEVANCE

NAME OF EMPLOYEE

Michelle Sweeting

TITLE

STEP 1 DECISION BY:

Operations Supervisor

SIGNATURE

Ken Baker

DATE

10/30/2009

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

The public complaint in the 7-B file will be removed, granting the relief requested. I have seen an improvement in your customer service, therefore I feel that the documented complaint has served its purpose. I encourage you to continue to improve your service to the American public.

RECEIPT ACKNOWLEDGED BY
EMPLOYEE OR
UNION REPRESENTATIVE

DATE

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

AS NEEDED, DESIGNATE
STEP 2 OFFICIAL →

NAME

LOCATION

TELEPHONE

TITLE

STEP 2 DECISION BY:

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:

Disposition Level: