

PeopleSoft 8.9

Labor Administration
(Merit Complaints)

June 27, 2008



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Introduction

Executive Order 05-14 rescinded prior executive orders pertaining to collective bargaining units and union settlements. As a result, the utilization of the PeopleSoft Labor module has also changed. While the word grievances is continued to be used on several panels, this term will now reference merit complaints until programming changes are made to the module.

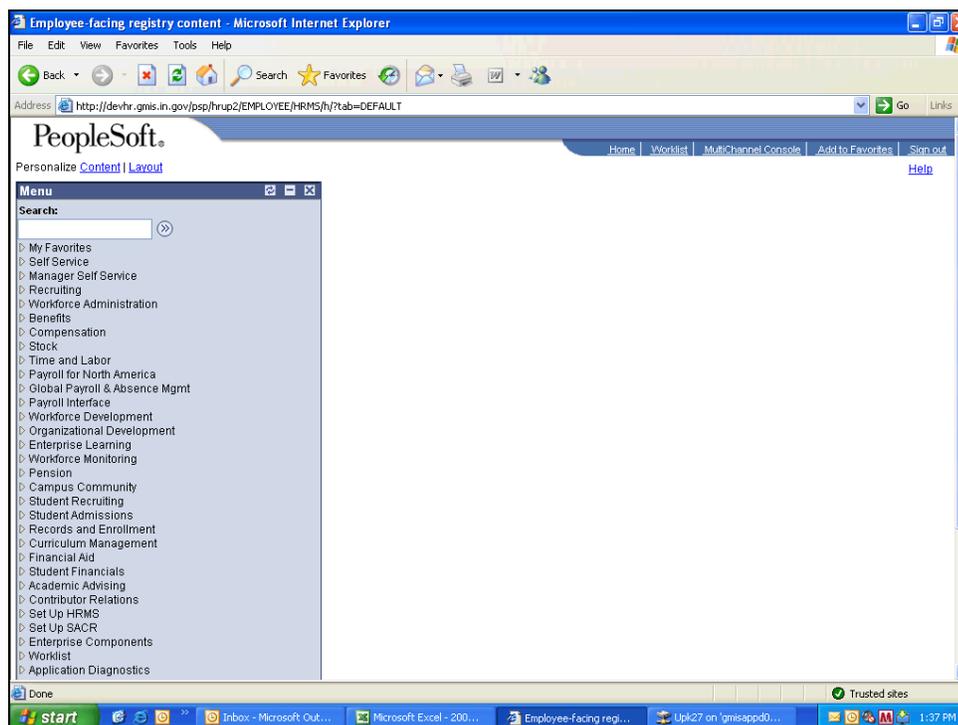
Agencies/facilities should enter all complaints resolved at the agency level. The State Personnel Department's Employee Relations staff will enter all complaints resolved by State Personnel. Questions regarding complaint entry should be directed to Cathy Bird (cabird@spd.in.gov).

Enter a New Complaint

Enter a New Complaint

Procedure

When an employee files a merit complaint, it is important to record the information into PeopleSoft. This allows the State of Indiana to maintain a central repository for employee complaint information. Agencies and facilities will be responsible for entering merit complaints resolved at the agency level. If the complaint escalates to SPD, the Employee Relations staff will enter the data in PeopleSoft.



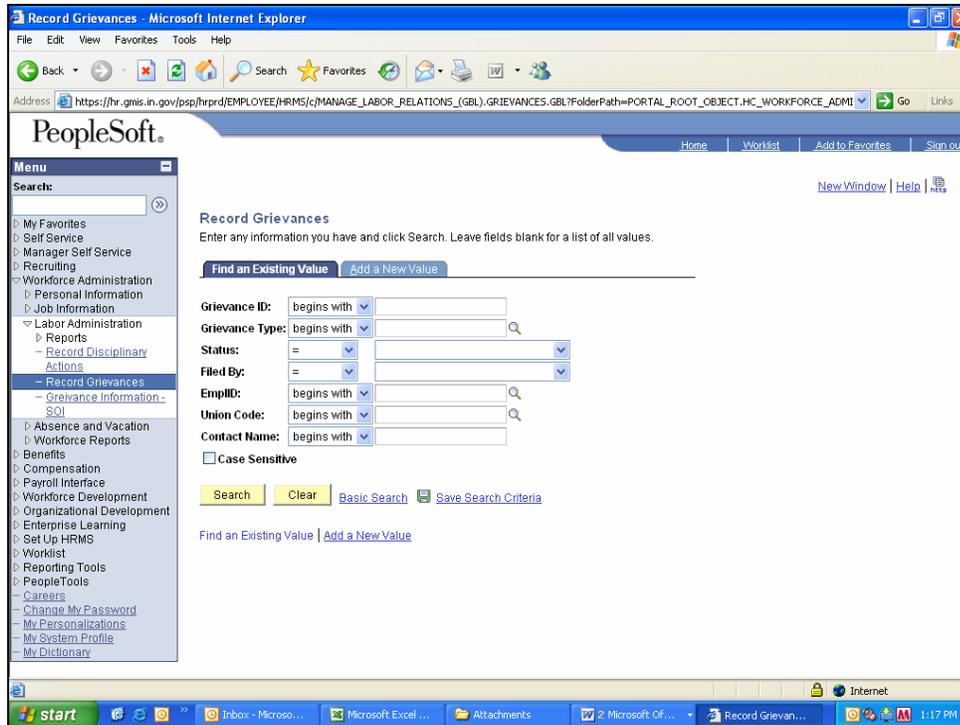
Step	Action
1.	Click the Workforce Administration Workforce Administration link.



Prior to entering a new complaint, double-check to see if it has already been entered in PeopleSoft to avoid duplicating the complaint.

The screenshot shows the PeopleSoft Workforce Administration main menu. The 'Labor Administration' link is highlighted in the 'Job Information' section. The menu includes various sections such as Personal Information, Job Information, Global Assignments, Headcount FPS, Labor Administration, Absence and Vacation, Leave Administration USF, Benefit Information NLD, Flexible Service EG, Tenure FPS, Collective Processes, Self Service Transactions, Leave Administration USE, Benefit Information NLD, and Flexible Service EG.

Step	Action
2.	Click the Labor Administration Labor Administration link.
3.	Click the Grievances Information - SOI Grievance Information - SOI link.



Step	Action
4.	Click the Add a New Value <input type="button" value="Add a New Value"/> tab.
5.	Leave the Grievance ID field blank. The system will assign a PeopleSoft Grievance ID number after the transaction is saved.
6.	Click the Add <input type="button" value="Add"/> button.

Step	Action
7.	Enter the employee id of the employee filing the grievance into the Employee ID field. If the employee ID number is not known, click on the magnifying glass to search for the employee by name.
8.	Press the [Tab] key.
9.	Click in the SOI Grievance Number field.
10.	Enter the correctly formatted grievance number into the SOI Grievance Number field.



To formulate the SOI Grievance Number follow the sequence below:

- (2) digits - the last two digits in the fiscal year.
- (1) letter - identifies the complaint type (M-Merit)
- (5) digits - your Business Unit (Agency Number). **You will need to use the PeopleSoft Business Unit!**
- (4) digits - assign the next sequential number. (It will be important to keep a log of the sequential numbers at your facility).

(Example: 08-M-00070-0088)

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Step	Action
11.	If a complaint reaches Step 4 of the Merit Complaint process, the Assigned To field refers to the SPD Employee Relations Specialist assigned to the merit complaint. Leave this field blank!

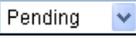


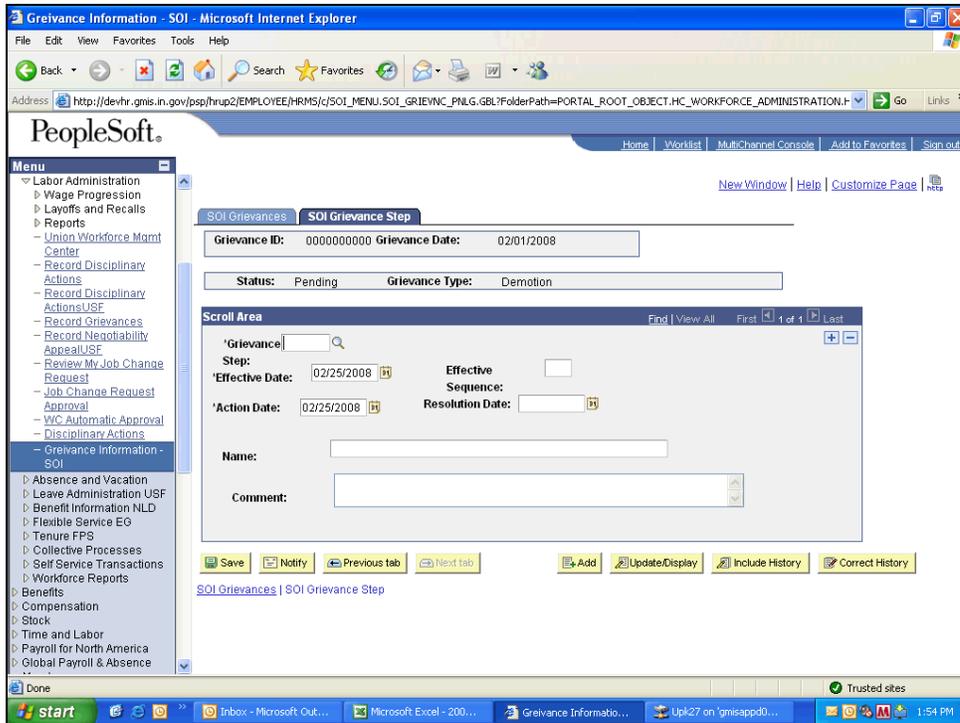
Note: The Business Unit and Department fields will automatically populate after the Employee ID number is entered.

Step	Action
12.	Click the SOI Grievance Class drop-down menu  button.
13.	Select Merit from the list of values.
14.	Click in the Grievance Date field. Note: The Grievance Date field defaults to the current date. To change the date, highlight the current value and type in the desired date.
15.	Enter the date the complaint was <u>originally filed</u> into the Grievance Date field.
16.	Press the [Tab] key.
17.	To add the type of grievance, enter the number or click the Type Magnifying Glass  button.



A list of the Grievance Type Codes is in the appendix of this manual.

Step	Action
18.	Select an entry in the Grievance Type or Description column.
19.	Click in the Description field.
20.	Enter the description of the complaint into the Description field.
21.	Click in the Contract Ref field.
22.	Enter the Merit rules into the Contract Ref field.
23.	The Status field retains the Pending  value for all new complaints until the complaint is dismissed, settled, or withdrawn.
24.	Click the SOI Grievance Step  tab.



Step	Action
25.	To add the grievance step, enter the grievance step code number or click the Grievance Step Magnifying Glass  button.

 A list of the Grievance Step Codes is included in the appendix.

Step	Action
26.	Select an entry in the Grievance Step or Description column.
27.	The Effective Date field refers to the date the action is effective; in other words, the date the merit complaint was filed at that step. This will default to the current date, which may not be the date the action occurred. To change the date, highlight the current value and type in the desired date. Enter the date the merit complaint was filed at that step into the Effective Date field.
28.	In the event of multiple steps occurring on the same day, use the Effective Sequence field to note the sequence of the steps. Insert a row to add the second event, using the same effective date, and enter 01 in the Effective Sequence field.
29.	Click in the Action Date field.
30.	Enter the date the grievance step record is being updated into the Action Date field.



The Resolution Date refers to the date when the grievance/complaint is settled or denied.

Step	Action
31.	Click in the Name field.
32.	Enter the name of the SPD Employee Relations Specialist with whom the complaint will be discussed into the Name field. (If unknown, this field may be updated at a later date.)
33.	Click in the Comment field.



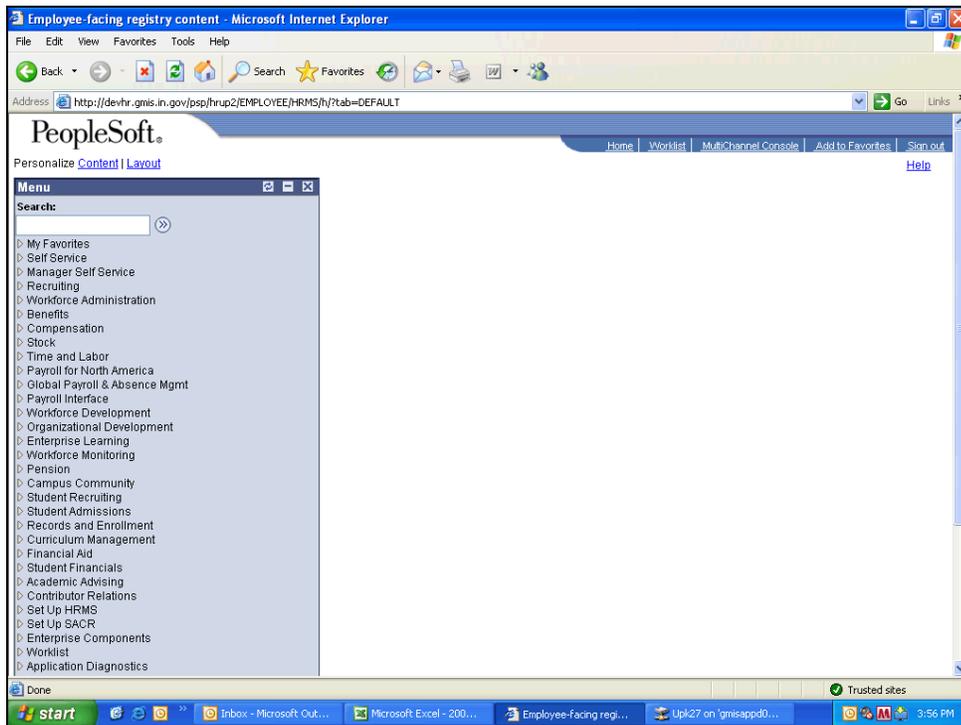
The Comment field is used to record pertinent details of the complaint meeting, such as proposed outcomes, etc.

Step	Action
34.	Click the Save button. 
35.	A PeopleSoft Grievance ID number <input type="text" value="0000011892"/> is now assigned to the PeopleSoft record. Remember to record the SOI Grievance ID number assigned to this record. It may be a good idea to also record the PeopleSoft Grievance ID number on the top of the complaint form for easy recall. If an error is made in a saved record and needs correction, contact the State Personnel Department Employee Relations division.
36.	End of Procedure.

Review an Existing Complaint

Review an Existing Complaint

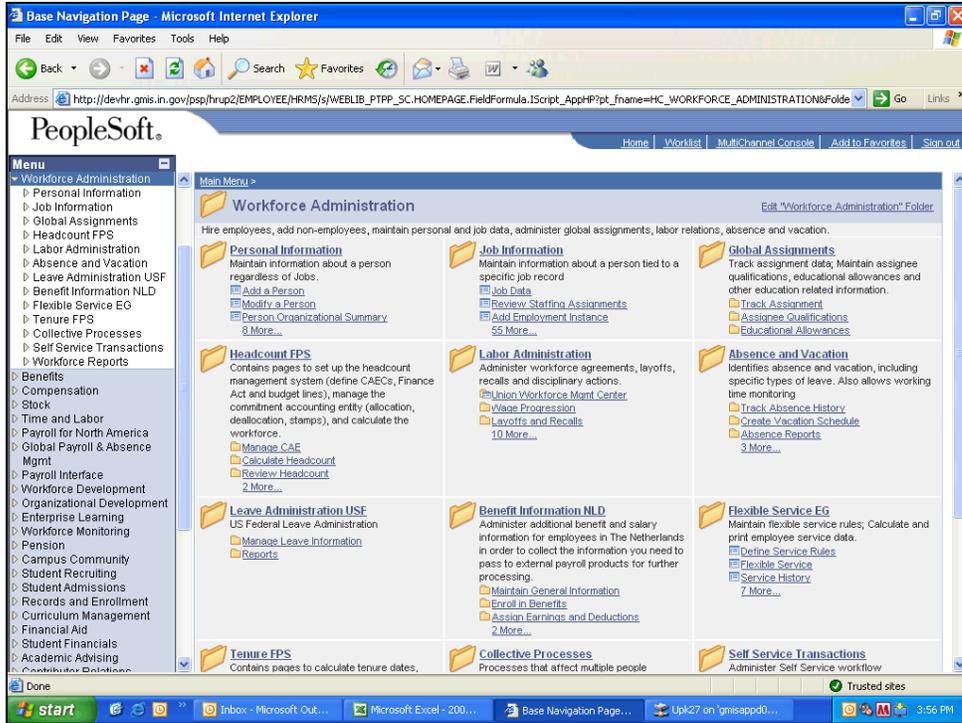
Procedure



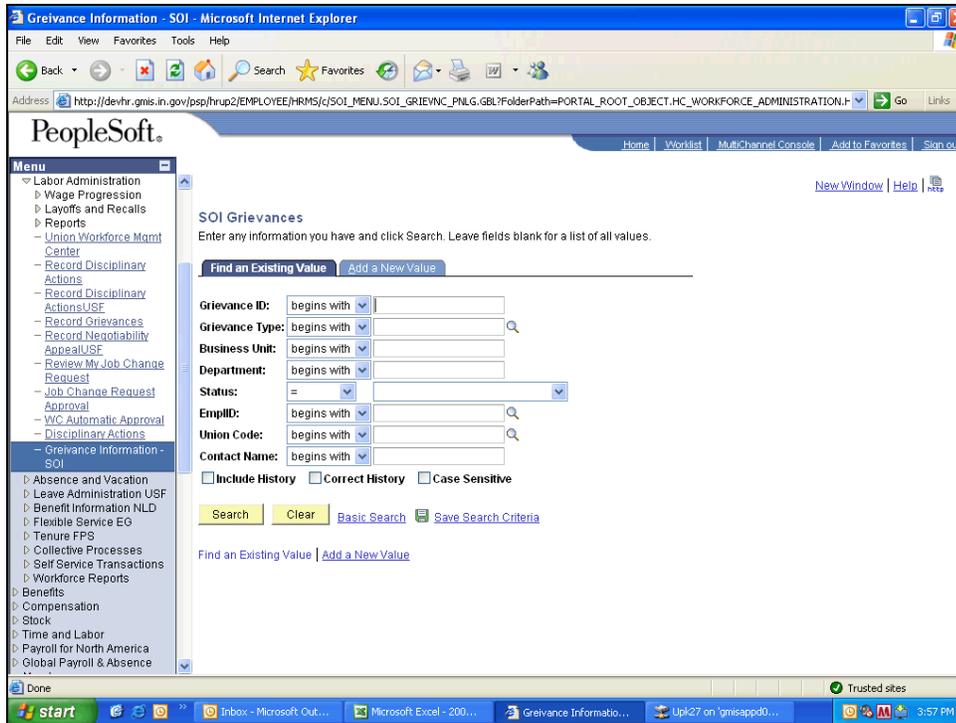
Step	Action
1.	Click the Workforce Administration Workforce Administration link.

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Step	Action
2.	Click the Labor Administration Labor Administration link.
3.	Click the Grievance Information – SOI Grievance Information - SOI link.

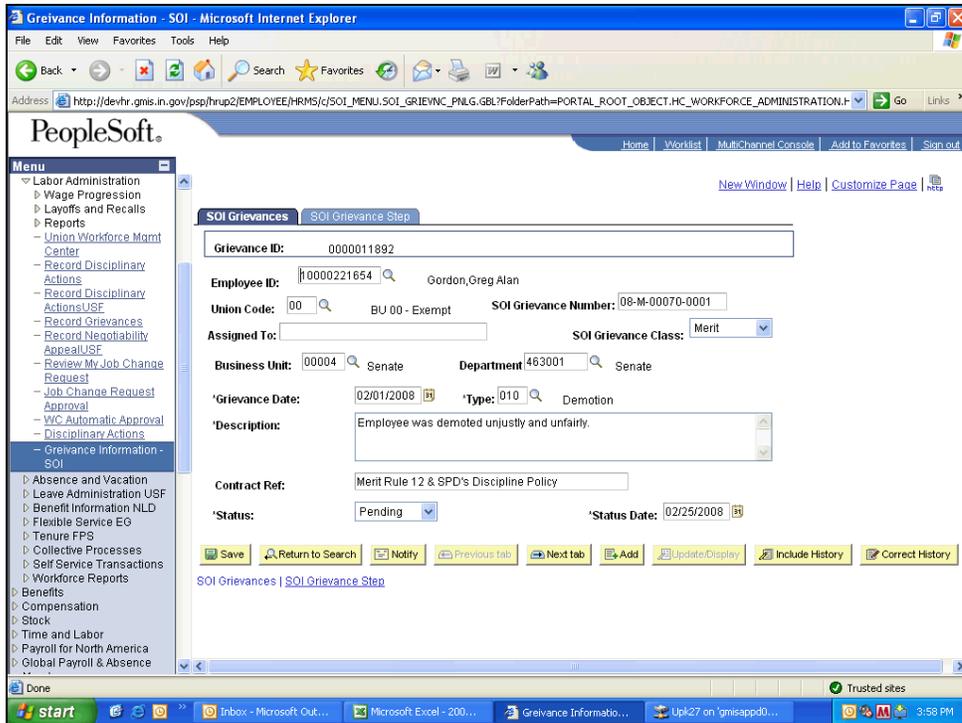


Step	Action
4.	Enter the PeopleSoft grievance id number into the Grievance ID field.



Users may utilize the Grievance ID, Business Unit, or EmplID fields to locate a grievance record.

Step	Action
5.	Click the Search  button.



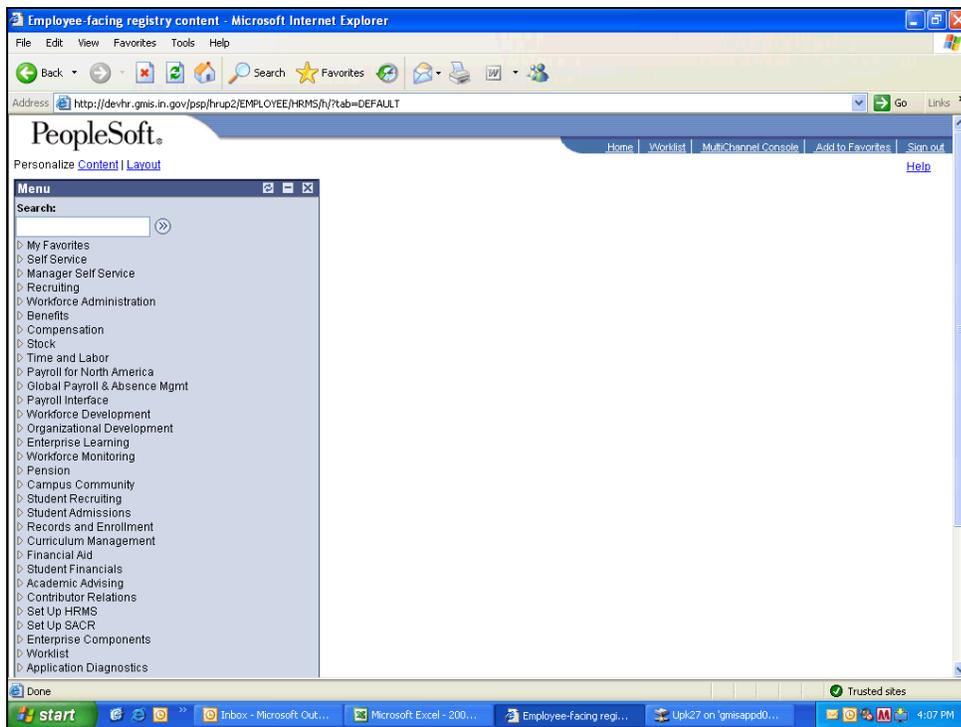
Step	Action
6.	Click the SOI Grievance Step SOI Grievance Step tab.
7.	End of Procedure.

Update an Existing Complaint

Record Additional Steps to an Existing Complaint

After decisions are made at each step of the complaint process, the record should be updated to note the outcome.

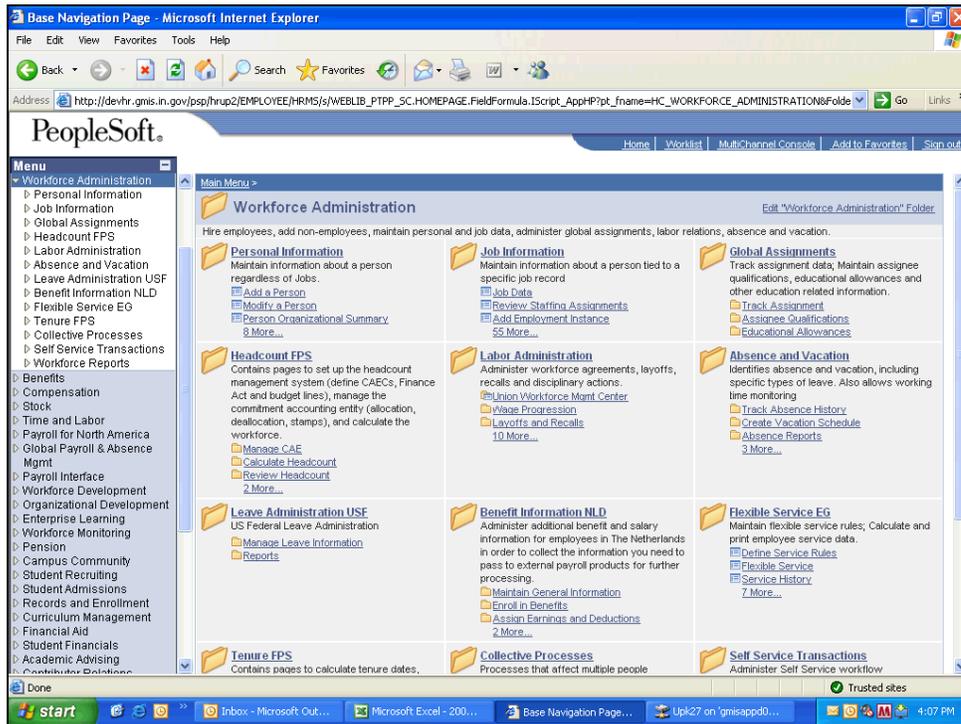
Procedure



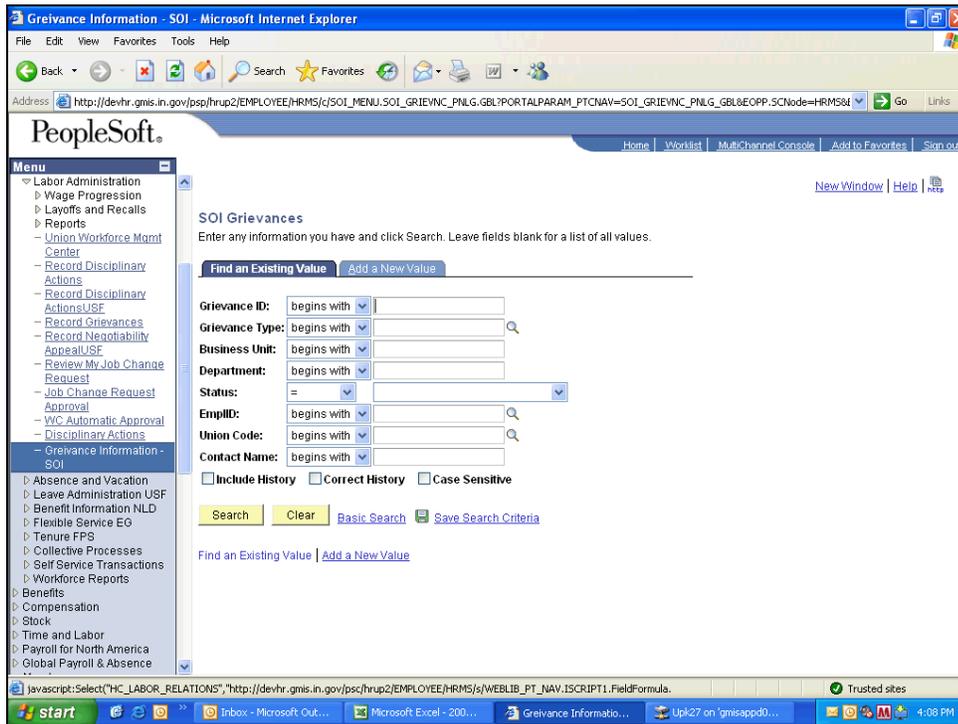
Step	Action
1.	Click the Workforce Administration Workforce Administration link.

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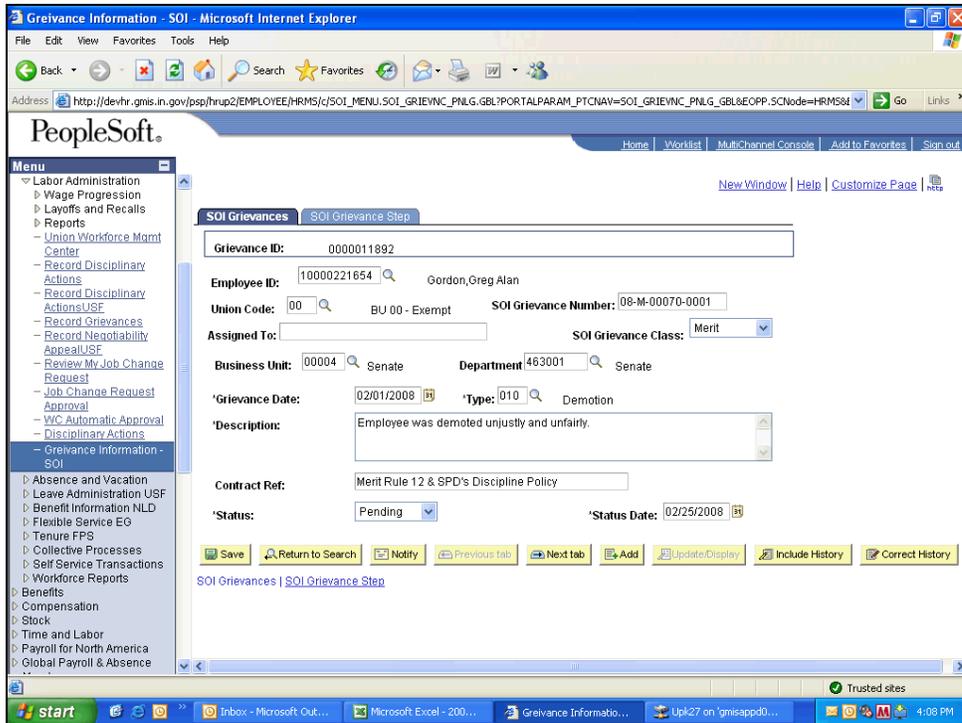
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Step	Action
2.	Click the Labor Administration Labor Administration link.
3.	Click the Grievance Information - SOI Grievance Information - SOI link.



Step	Action
4.	Enter the PeopleSoft grievance id number into the Grievance ID field.
5.	Click the Search  button.



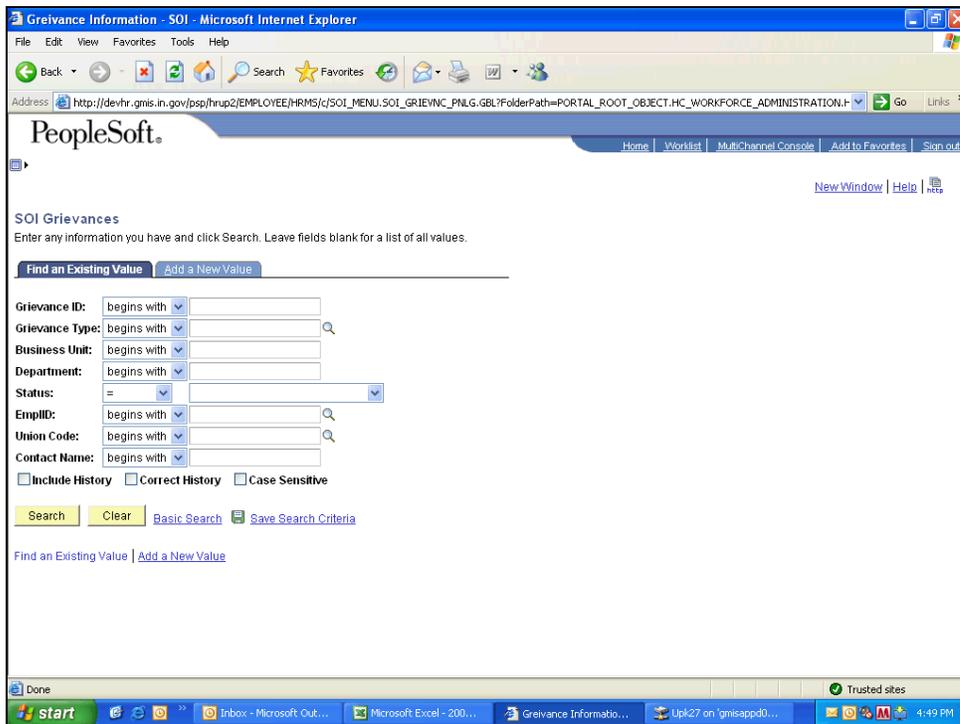
Step	Action
6.	Click the SOI Grievance Step SOI Grievance Step tab.

Step	Action
7.	Click the Add a new row  button.
8.	By adding a row, the system added record 2 of 2. If the record defaults to record 1 of 2, click the Show next row  button.
9.	Click in the Grievance Step field.
10.	Enter the new merit step code into the Grievance Step field.
11.	Click in the Effective Date field.
12.	Enter the effective date of the grievance step into the Effective Date field.
13.	Click in the Resolution Date field.
14.	Enter the date the grievance was resolved into the Resolution Date field.
15.	Press the [Tab] key.
16.	Confirm the name of the SPD Employee Relations Specialist in the Name field is correct.
17.	Press the [Tab] key.
18.	Enter the resolution comments into the Comment field.
19.	Click the Save  button.
20.	End of Procedure.

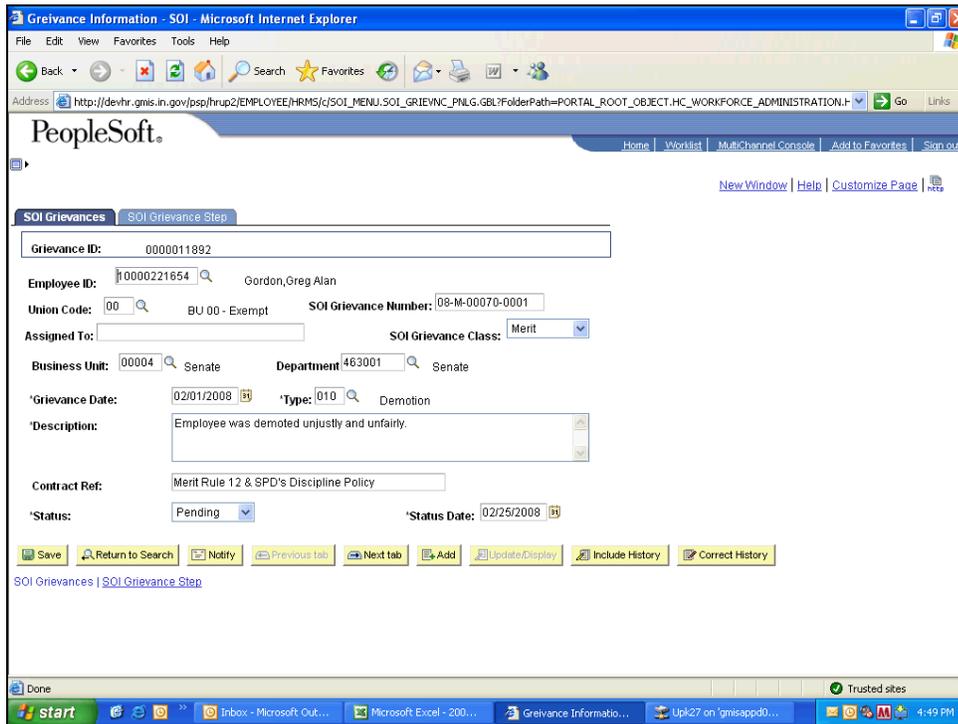
Updating the Complaint Status

The status should be changed if the complaint has been settled. When a complaint is denied it is possible for the complainant to continue the process up to arbitration. Therefore, all denied complaints should remain pending until it is withdrawn.

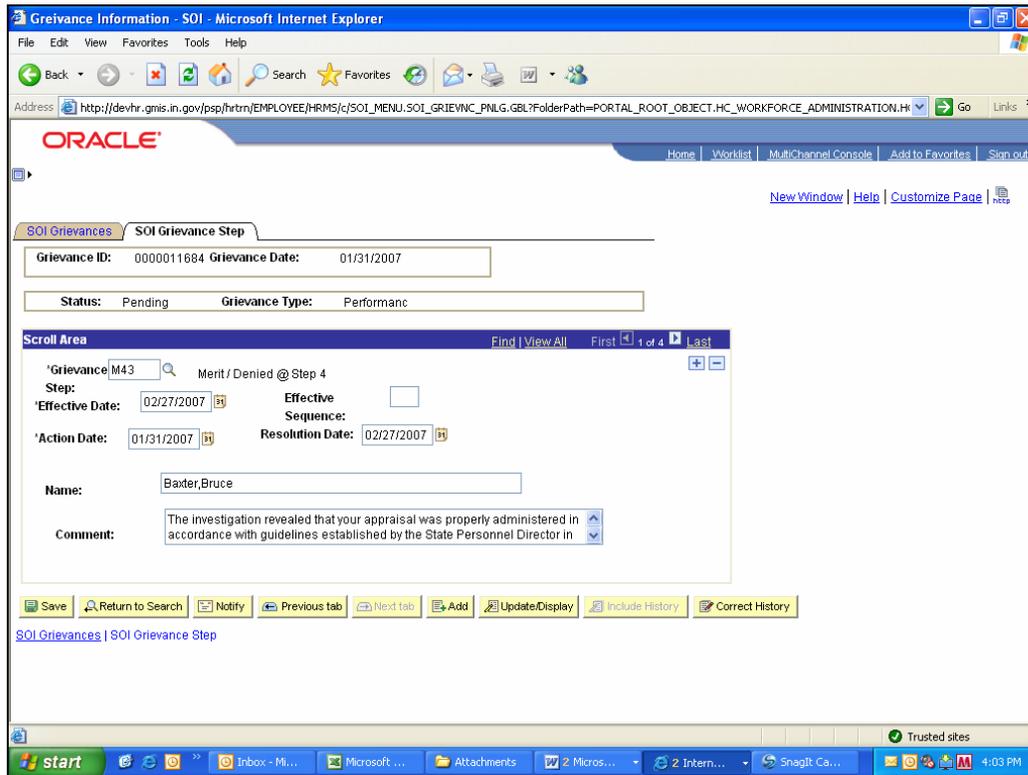
Procedure



Step	Action
1.	Click in the Grievance ID field.
2.	Enter the PeopleSoft grievance number into the Grievance ID field.
3.	Click the Search  button.



Step	Action
4.	Click the SOI Grievance Step SOI Grievance Step tab.

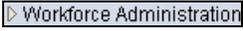
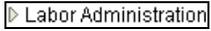
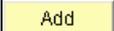


Step	Action
5.	Click the Add a new row  button.
6.	By adding a row, the system created record 2 of 2. If the record does not default to record 2 of 2, click the Show next row  button.
7.	Click the Grievance Step Magnifying Glass  button.
8.	Click an entry in the Grievance Step or Description columns.
9.	Press the [Tab] key.
10.	Click in the Effective Date field.
11.	Enter the effective date of the grievance step into the Effective Date field.
12.	Click in the Action Date field.
13.	Enter the action date of the grievance step into the Action Date field.
14.	Press the [Tab] key.
15.	Enter the resolution date of the grievance step into the Resolution Date field.
16.	Click in the Comment field.
17.	Enter the resolution into the Comment field.
18.	Click the SOI Grievances  tab.

Step	Action
19.	Click the Status drop-down menu  button.
20.	Select Settled from the list of values.
21.	Click in the Status Date field.
22.	Enter the grievance status change date into the Status Date field.
23.	Click the Save  button.
24.	End of Procedure.

Appendices

Appendix A – Enter a New Complaint

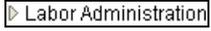
1.	Click the Workforce Administration  link.
2.	Click the Labor Administration  link.
3.	Click the Grievance Information - SOI  link.
4.	Click the Add a New Value  tab.
5.	Leave the Grievance ID field blank. The system will assign a PeopleSoft Grievance ID number after the transaction is saved.
6.	Click the Add  button.
7.	Enter the employee id of the employee filing the grievance into the Employee ID field. If the employee ID number is not known, click on the magnifying glass to search for the employee by name.
8.	Press the [Tab] key.
9.	Click in the SOI Grievance Number field.
10.	Enter the correctly formatted grievance number into the SOI Grievance Number field. (Example: 08-M-00070-0088 – See page 4 for creation instructions)
11.	If a complaint reaches Step 4 of the Merit Complaint process, the Assigned To field refers to the SPD Employee Relations Specialist assigned to the merit complaint. Leave this field blank!
12.	Click the SOI Grievance Class  drop-down menu button.
13.	Select Merit from the list of values.
14.	Click in the Grievance Date field. Note: The Grievance Date field defaults to the current date. To change the date, highlight the current value and type in the desired date.
15.	Enter the date the complaint was originally filed into the Grievance Date field.
16.	Press the [Tab] key.
17.	To add the type of grievance, enter the number or click the Type Magnifying Glass  button.
18.	Select an entry in the Grievance Type or Description column.
19.	Click in the Description field.
20.	Enter the description of the complaint into the Description field.
21.	Click in the Contract Ref field.

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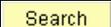
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22.	Enter the Merit Rules into the Contract Ref field.
23.	The Status field retains the Pending value for all new complaints until the complaint is dismissed, settled, or withdrawn.
24.	Click the SOI Grievance Step  tab.
25.	To add the grievance step, enter the grievance step code number or click the Grievance Step Magnifying Glass  button.
26.	Select an entry in the Grievance Step or Description column.
27.	The Effective Date field refers to the date the action is effective; in other works, the date the merit complaint was filed at that step. This will default to the current date, which may not be the date the action occurred. To change the date, highlight the current value and type in the desired date.
28.	Enter the date the merit complaint was filed at that step into the Effective Date field.
29.	In the event of multiple steps occurring on the same day, use the Effective Sequence field to note the sequence of the steps. Insert a row to add the second event, using the same effective date, and enter 01 in the Effective Sequence field.
30.	Click in the Action Date field.
31.	Enter the date the grievance step record is being updated into the Action Date field.
32.	Click in the Name field.
33.	Enter the name of the SPD Employee Relations Specialist with whom the complaint will be discussed into the Name field. (If unknown, this field may be updated at a later date.)
34.	Click in the Comment field.
35.	Click the Save  button.
36.	<p>A PeopleSoft Grievance ID number is now assigned to the PeopleSoft record.</p> <p>Remember to record the SOI Grievance ID number assigned to this record. It may be a good idea to also record the PeopleSoft Grievance ID number on the top of the complaint form for easy recall.</p> <p>If an error is made in a saved record and needs correction, contact the State Personnel Department Employee Relations division.</p>
37.	End of Procedure.

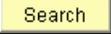
Appendix B – Review an Existing Complaint

1.	Click the Workforce Administration  link.
2.	Click the Labor Administration  link.
3.	Click the Grievance Information - SOI  link.
4.	Enter the PeopleSoft grievance id number into the Grievance ID field.
5.	Click the Search  button.
6.	Click the SOI Grievance Step  tab.
7.	End of Procedure.

Appendix C – Record Additional Step in an Existing Complaint

1.	Click the Workforce Administration  link.
2.	Click the Labor Administration  link.
3.	Click the Grievance Information - SOI  link.
4.	Enter the PeopleSoft grievance id number into the Grievance ID field.
5.	Click the Search  button.
6.	Click the SOI Grievance Step  tab.
7.	Click the Add a new row  button.
8.	By adding a row, the system added record 2 of 2. If the record defaults to record 1 of 2, click the Show next row  button.
9.	Click in the Grievance Step field.
10.	Enter the new merit step code into the Grievance Step field.
11.	Click in the Effective Date field.
12.	Enter the effective date of the grievance step into the Effective Date field.
13.	Click in the Resolution Date field.
14.	Enter the date the grievance was resolved into the Resolution Date field.
15.	Press the [Tab] key.
16.	Confirm the name of the SPD Employee Relations Specialist in the Name field is correct.
17.	Press the [Tab] key.
18.	Enter the resolution comments into the Comment field.
19.	Click the Save  button.
20.	End of Procedure.

Appendix D – Updating the Complaint Status

1.	Click in the Grievance ID field.
2.	Enter the PeopleSoft grievance number into the Grievance ID field.
3.	Click the Search  button.
4.	Click the SOI Grievance Step  tab.
5.	Click the Add a new row  button.
6.	By adding a row, the system created record 2 of 2. If the record does not default to record 2 of 2, click the Show next row  button.
7.	Click the Grievance Step Magnifying Glass  button.
8.	Click an entry in the Grievance Step or Description columns.
9.	Press the [Tab] key.
10.	Click in the Effective Date field.
11.	Enter the effective date of the grievance step into the Effective Date field.
12.	Click in the Action Date field.
13.	Enter the action date of the grievance step into the Action Date field.
14.	Press the [Tab] key.
15.	Enter the resolution date of the grievance step into the Resolution Date field.
16.	Click in the Comment field.
17.	Enter the resolution into the Comment field.
18.	Click the SOI Grievances  tab.
19.	Click the Status drop-down menu  button.
20.	Select Settled from the list of values.
21.	Click in the Status Date field.
22.	Enter the grievance status change date into the Status Date field.
23.	Click the Save  button.
24.	End of Procedure.

Appendix E – Grievance Type Codes

Grievance Type	Description
001	Accrual Date/Days
002	Backpay
003	Break/Lunch Periods/Areas
004	Classification
005	Comp Time
006	Conduct of Management
007	Contents/Access Personnel File
008	Counseling
009	Damage of State Property
010	Demotion
011	Disability Leave
014	Disclosure of Information
015	Discourtesy
016	Discrimination
017	Dismissal
018	Disparate Treatment
019	Dress Code
020	Drug/Alcohol Testing
021	EAP
022	Emergency Conditions Leave
023	Fact File
024	Fighting
025	Fitness for duty/Restrictions
026	Flextime/Schedule Adj.
027	FMLA
028	Funeral Leave
029	Grievance Procedure
030	Harassment
031	Health & Safety
032	Holiday
033	Hostage Leave
034	Hours of Work
035	Housing at State Facility
036	Inappropriate Conduct
037	Insubordination
038	Insurance Benefits
039	Interview/Selection Process
040	Involuntary Resignation
041	Job Bank/Process
042	Layoff
043	Military Leave

Grievance Type	Description
044	Nepotism
045	Off-Duty Misconduct
046	Other
047	Overtime
048	Parking
049	Patient Abuse
050	Performance Appraisal
051	Personal Leave
052	Policies/Rules
053	Possession/Use of Intoxicants
054	Pre-Dep Process
055	Promotion Denial
057	Rep in lieu of suspension
058	Reprimand
059	Return to Status
060	Salary/Pay
062	Sexual Harassment
063	Sick leave
064	Sleeping/Loafing
065	Smoking Policy
066	Suspension
067	Theft/Dishonesty/Gambling
068	Time Abuse
069	Trafficking
070	Training
071	Transfer
072	Travel Reimbursement
073	UL Time
078	Vacation Leave
079	Work Assignment
080	Work Improvement Plan
081	Work/Shift Schedule
082	Workers Comp
083	Working out of class
084	Hostile Work Environment
085	Staffing
086	Minimum Qualls
087	Insubordinate Behavior

Appendix E – Grievance Step Codes

DO NOT use these codes:

Grievance Step	Description
100	Step 1-Local Agency/Appt Auth
105	Settled at Step 1
110	Remanded to Step 1
120	Denied at Step 1
200	Step 2 / Agency & SPD
201	Started at Step 2-susp/dem/dis
202	Started @ Step 2 - wooc
210	Settled at Step 2
215	Denied at Step 2
220	Remanded to Step 2
230	Step 2-Direct Contact TBD
233	Step 2-Direct Contact TBD
305	Settled at Step 3
400	Received in SPD
402	Step 4-Direct Contact TBD
450	Denied at Step 4
460	Settled @ Step 4
A00	Appealed to Arbitration
A01	Arbitration/Contact TBD/Unity
A02	Arbitration/Contact TBD/AFSCME
A03	Arbitration/Contact TBD/Unity
A04	Arbitration/Contact TBD/AFSCME
A05	Arbitration/Contact TBD/AFSCME
A06	Arbitration/Contact TBD/AFSCME
A07	Arbitration/Contact TBD/Unity
A08	Arbitration/Contact TBD/Unity
A09	Arbitration/Contact TBD/AFSCME
FAD	Final AFSCME Denial
FAS	Final AFSCME Settlement
FUD	Final UNITY Denial
FUS	Final UNITY Settlement

USE THESE CODES:

Grievance Step	Description
M10	Merit-Step 1/Supervisor
M11	Merit/Settled at Step 1
M23	Merit/Settled at Step 2
M30	Merit/Step 3/Agency
M31	Merit/Settled at Step 3
M32	Merit/Remanded to Step 2
M33	Merit/Denied at Step 3
M40	Merit/Step 4/SPD
M41	Merit/ Settled at Step 4
M42	Merit/Remanded to Step 3
M43	Merit/Denied at Step 4
M44	Merit/Step 4/Hemmelgarn
M45	Merit/Step 4/Davenport
M46	Merit/Step 4/Brown
M47	Merit/Step 4/Miller
M48	Merit/Step 4/Crull
M49	Merit/Step 4/Butler
M50	SEAC Accepted
M51	SEAC Scheduling Order
M52	SEAC/Pre-Hearing Conference
M53	SEAC/Status/Settlement Confer
M54	SEAC/Order for Dismissal
M55	SEAC Hearing
M56	SEAC ALJ Order
M57	SEAC/Final Order
MED	Mediation
OTH	Other
SES	SEAC/ Settled prior to hearing