

## The Six “W”s in Investigations

- WHO** is involved in the grievance? Name(s), clock and department number; seniority date; phone number. (Don't forget the supervisor or management representatives involved and any witnesses).
- WHAT** happened that caused the violation? Improper layoff or recall? Safety guard not replaced? Improper promotion or transfer? Unfair discipline?
- WHEN** did the grievance occur? On what day and at what time did the act or omission take place which created the grievance? For how long or how many times? Is it within time limits to proceed with a grievance?
- WHERE** did the grievance occur? Exact location: department, job site, store, machine, aisle, job number, etc. (A sketch, diagram, or photograph may be useful.)
- WHY** is this a grievance? Has the collective agreement been violated? Is it a violation of a labour law or human rights code? Is there a dispute about the interpretation of the collective agreement? Is it about improper or excessive discipline?
- WANT** what does the member want to resolve the violation of rights, the interpretation problem, or the discipline? (Usually we ask for “redress in full” which includes re-instatement, full seniority, back pay, etc.)