

Chapter 5

Working an OTW Grievance

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Adding a Step



Access the Page

1. Access the grievance through Worklist, or from the main menu by selecting Grievances, Grievances, Use, Grievances path, or through Grievances Workload Tracking as described in Chapter 2.
2. Click on the **Step Decision** tab of the selected grievance.

The screenshot shows the 'Step Decision' tab selected in a web application. At the top, there are tabs for 'Request', 'Step Decision', 'Documents', and 'Comments'. Below the tabs, the 'Grievance Status' is 'Agg Received' and 'Tracking #' is 'KE0'. A 'Tx History' link is visible. The main area contains a 'Step Decision' header with 'View All', 'First', and 'Last' navigation options. Below this are two dropdown menus: 'Step:' and 'Decision:'. At the bottom of the page, there are buttons for 'Add Step', 'Save', 'Print', 'Update/Deploy', and 'Exit'.

Field Descriptions

Field	Description
Grievance Status	The status of the grievance, such as Agency Received, Appealed, etc.
Trx History	When pressed, activates a page displaying the history of the grievance
Tracking #	System generated number in which the first 4 numbers indicate the year the grievance was submitted on NYSTEP, the next 2 indicate the negotiating unit to which the grievant's position is assigned, and the last 4 are system generated in sequence.
Step	The Step in the grievance process to which the decision applies.
Decision	The decision rendered at the step such as Denied or Sustained.
Decision Date	Date the decision was made, usually the date of the document in which the decision is issued.
User	The person adding the step information.




Work with the Page



REMINDER: Use Tab where directed to. If the Enter key is used, it activates Save. If pressed during a transaction, the business rules are initiated and error messages may result from incomplete data.

1. In the **Step** field, click to select the appropriate step.
2. In the **Decision** field, click to select the decision reached by the agency (e.g., Sustained or Denied). *If you select an invalid action for the Step, the system will send you an error message and advise you to select a valid value.*
3. In the **Decision Date** field, accept the default of the current date OR click on and select the date the decision was made OR key in the date in MM/DD/YY format.

4. If there is a need to add another step, click the **Add Step** button. A new row will be added above the one most recently completed. Complete the fields in the new row as above.
5. If there is an error in any of the information, it can be corrected until the grievance is submitted. If an erroneous Step row has been added, click  to remove the row. A message box will appear to confirm that you want to delete the row. Click **Yes** to delete or **Cancel** to retain the row.
6. Click on the **Documents** tab and add all relevant documents, such as the **AS2D Agency Step 2 Decision**. See the Documents chapter for details on how to do this.
7. Click on the **Comments** tab and enter any comments. **Note:** this page is shared by the agency, C&C, and OER.
8. When everything is complete, click **Submit** on either the **Documents** or **Step Decision** page.


Responding to Appeals

When an Out-of-Title Work grievance is appealed to Step 3 or Step 3 ½, Reconsideration, OER attaches the appeal or reconsideration request to the grievance. NYSTEP then routes the grievance to the worklists of the designated staff at both the employing agency and C&C.

1. Select the grievance from worklist or otherwise access as described in Chapter 2.
2. Click on **Documents** tab.
3. Add the appropriate document(s), such as **AAPPR** or **ARRES**. See the Documents chapter for details on how to do this.
4. If you have any comments, click on the **Comments** tab and add them.
5. On either the **Documents** or **Step** page, click on **Submit**. The grievance will be routed with the response to C&C. **Note:** there is no step to add.


Responding to C&C Requests for Additional Information

When C&C requests additional information, the grievance is routed by NYSTEP to the agency designee.

1. Select the grievance from worklist or otherwise access as described in Chapter 2.
2. Click on **Documents** tab.
3. Add the appropriate document such as **AAINF**. See the Documents chapter for details on how to do this.
4. If you have any comments, click on the **Comments** tab and add them.
5. On the **Documents** page, click on . The grievance will be routed with the response to C&C and OER. **Note:** there is no step to add.

Extended Payments


In keeping with current practice for dealing with situations where out-of-title work continues after OER has sustained the grievance, NYSTEP will convey up to two Extended Payment letters, document type APAY, to OSC. It will also convey one Extended Payment request, document type APAY 3, to OER for approval of a third and final extended payment.

1. Access the grievance as described in Chapter 2.
2. Click on **Documents** tab.
3. Add the appropriate document: **APAY** or **APAY 3**. See the Documents chapter for details on how to do this.
4. If you have any comments, click on the **Comments** tab and add them.
5. On the **Documents** page, click on . The grievance will be routed with the response to the relevant entities. **Note:** there is no step to add.



NOTE: DOB and OSC see only OER Step 3 and Step 3 ½ Determinations and Payment Letters (APAY, APAY 3, and OPAY3). They do not see other document types.

Adding Other Documents

Other documents may be added at any time, even after OER has issued a final determination. Simply access the grievance, determine the appropriate document type, attach the document, and click on  Save.