

QUICK REFERENCE GUIDE – VIEWING A GRIEVANCE CASE



1. Once an employee submits a grievance and you are listed as the Supervisor for the employee in the ELRP, you will receive an email from the ELRP notifying you of a new grievance filing.
2. To view the current filing or status of the grievance, you will need to access the ELRP through www.hroneconnect.org.
3. Once you have accessed the ELRP, you will need to select the ‘**Supervisor Role**.’
4. After accessing the ELRP under the ‘Supervisor Role’, the next screen will be the dashboard from the Grievance Portal (**see illustration below**). The dashboard will list all the grievance cases where you are listed as the supervisor. If you have any employees who have filed an AIRP, you can select AIRP to view those case filings.

The screenshot shows the 'Grievance Portal' dashboard. At the top, there are several summary cards: 'Total Grievance' (1, 100%), 'Open Grievance' (1, 100%), 'Close Grievance' (0, 0%), and four progress cards for Steps 1 through 4. Below these is a 'Final Grievance Decision' card. A search bar with filters for Grievance #, Status, Employee Name, Department, Sub Group, Date Filed, and Current Step is present. Below the search bar, there is a table of grievance cases. The first row shows a case with ID 'GRV-2026-00029' and status 'Open'.

Grievance #	Grievance Status	Employee Name	Employee ID	Department	Sub Group	Date Filed	Step 3 Meeting Date
GRV-2026-00029	Open				Municipal	May 07, 2025	

5. Next, click on the Grievance # hyperlink for the grievance to review grievance case information.

This screenshot is identical to the one above, but with a red arrow pointing to the 'Grievance #' cell in the first row of the table, which contains the text 'GRV-2026-00029'. A red label 'Grievance Case Number Hyperlink' is placed above the arrow.

Grievance #	Grievance Status	Employee Name	Employee ID	Department	Sub Group	Date Filed	Step 3 Meeting Date
GRV-2026-00029	Open				Municipal	May 07, 2025	

6. After clicking on the hyperlink, the Grievance Summary page will appear (**see illustration below**). The summary page lists all the case management activities of the case and the person who updated the information.

Section Updated	Updated On	Updated By	Updated Details	Notes
Step 1			Updated	
Step 1			Updated	
Step 1			Submitted	
Grievance			Proceeded To Next Step	
Grievance			Updated	
Grievance			Created	

7. The task bar (**see illustration below**) shows the grievance #, department, grievance status, employee name, current grievance step and more.

Grievance # : Labor Group : Department : Current Step Response Date : Grievance Status : Filed Date : Employee Name :

8. To review the grievance details (e.g., grievable issue, requested resolution, etc.), click on the **Grievance Details** tab.

Section Updated	Updated On	Updated By	Updated Details	Notes
Step 1			Updated	
Step 1			Updated	
Step 1			Submitted	
Grievance			Proceeded To Next Step	
Grievance			Updated	
Grievance			Created	

9. The Grievance Details will be visible as view only (see illustration below).

The screenshot displays the 'Grievance Details' form, which is part of a multi-step process. The form is organized into several sections:

- Dispute Information:** Fields for Dispute Type (Grievance), Labor Group (Municipal), and Grievance Type (Individual).
- Grievance Reported For Details:** A section containing two columns of fields. The left column includes Employee Name, Employee ID, Reported by Employee ID, Reported by Employee Name, Gender, Race, Work Email, Personal Email, Personal Telephone Number, Work Address, Home Address, Date of Hire, Work Schedule, and Off Days. The right column includes Job Classification, Department, Subgroup (Municipal), Division, Supervisor, Supervisor's Division, Supervisor's Email, Supervisor's Job Classification, Employee Representative Name, Employee Representative Phone, Employee Representative Email, and Represented By.
- Grievance Status:** Three rows of checkboxes for 'Grievance Filed?', 'Arbitration Filed?', and 'Corrective Action Filed?', each with 'Yes' and 'No' options.
- Grievance Details:** A section with fields for Date of Action or Inaction (Apr 26, 2020), Grievance Filed Date (May 07, 2020), Grievance Filed Time (08:52 AM), Grievance Number (GRV-2020-00029), and Grievance Nature (Positive Corrective Action Level I (Level I)).
- Resolution Options:** Three numbered questions with 'Yes' and 'No' radio buttons:
 - 1. Would you like to request to combine your Step 1 and Step 2 meetings to resolve this grievance?
 - 2. Would you like to request to consolidate your grievance with any other arising from the same facts or circumstances?
 - 3. Is this grievance based on any form of discrimination?
- Additional Information:** A section with a checkbox for 'I do not feel that this concern is the result of discrimination due to race, color, sex, religion, national origin, age, disability, or veteran's status, or is a retaliation for my having filed such a discrimination complaint or for whistleblowing' and a text area for 'Resolution Requested'.

10. As the grievance proceeds through the grievance process, the supervisor will receive emails from the ELRP.

11. To view grievance case information, you will need to click on Step I, Step 2, Step III or Attachments.

The screenshot shows the navigation bar of the system. It contains six tabs: 'Summary', 'Grievance Details', 'Step 1', 'Step 2', 'Step 3', and 'Attachments'. The 'Step 1', 'Step 2', and 'Step 3' tabs are highlighted with red borders, indicating they are the active or selected steps in the process.

12. For illustration purposes, please see Step I grievance case information below:

The screenshot displays a web-based form for a grievance case, specifically Step 1. The form is organized into several sections, each with a tabbed interface. The top navigation bar includes tabs for Summary, Grievance Details (selected), Step 2, Step 3, Grievance Determination, Tasks, Notes, and Attachments. The main content area is divided into sections for Meeting, Union Attendee Details, Department Attendee Details, Reschedule Details, Meeting Notes, Step 1 Response, Recommended Response, Employee Response, and Attachments. The Meeting section includes fields for Meeting Subject, Meeting Start Date, Meeting End Date, Meeting Location, Meeting End Date, Meeting End Time, Step 1 Response Deadline Date, and AD Level Designation. The Union Attendee Details section includes fields for Union Attendee Name and Union Attendee Email. The Department Attendee Details section includes fields for Department Attendee Name and Department Attendee Email. The Reschedule Details section includes fields for Reschedule Hearing Date, Reschedule Hearing Time, Reschedule Hearing Location, and Reason for Reschedule. The Meeting Notes section includes a text area for Meeting Notes. The Step 1 Response section includes a text area for Step 1 Response. The Recommended Response section includes fields for Recommended Response, Responded By, and Recommended Response Date. The Employee Response section includes fields for Employee Response and Employee Response Date. The Attachments section includes a table with columns for File Name, File Type, Updated By, Updated Date, and Description.

13. To exit the grievance case, click 'Cancel' (see illustration below).

