

## How to File a Grievance on GATS

- Login to GATS at <http://grievance.natca.net> [For a login or to recover your password, contact your Regional Admin.]
- Program should open to the “Start” tab. If not, select the “Start” tab
- Select the Filing Level (drop down menu) “Step 1” or “Step 2”
- Select the Facility (drop down menu)
- Select the year if other than default (current year)
- Select the Bargaining Unit/BU (drop down menu)
  - Note: Page reloads when facility or BU re-selected
- Select the Grievant (drop down menu)

If using a Template:

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| <ul style="list-style-type: none"><li>• Select a National or Local Template from drop down menu (optional but allows you to utilize language previously created for similar grievances.)</li><li>• Input any Wild elements</li></ul> |
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- Select “New Grievance” a new page will load for further entries
- The first drop down should show the Grievant as previously inputted
- The Union Rep should show for the facility. If the facility has more than one Union Rep for the facility (VP, Area Reps. etc.), use the drop down menu to select the appropriate Union Rep.
- Select “Violation Date” Use the calendar icon to the right of the box to find the correct date

- Select the management official using the “Send to” drop down menu.
- If you would like a “Print Receipt Acknowledgement” select “Yes,” otherwise, select “No.” This is the section on the grievance for management to sign-receipt of the grievance so “Yes” is always recommended
- In the “Grievance Regarding” box, type a BRIEF description of the grievance
- If you would like to give an oral presentation, select “I do” next to the “Request Oral Presentation” field, otherwise, select “I do not”
- Select “Yes” or “No” for the question “Is this for a disciplinary action”
- Select the most appropriate Article using the “Violation” drop down menu. (note: this item will not be displayed on the grievance form. It is used for internal NATCA tracking)
- The “BU” as selected on the previous page is shown to the right of the “Grievant” box. It is available on this page as well in case it needs to be changed
- Fill in the Grievant’s E-mail (if, known)
- If the grievant is willing to receive email notifications on changes to the grievance, select “Yes” on “E-mail grievant? Otherwise, select “No”
- If you know the date you will submit the grievance, fill in the “Date Submitted at Step 1” box to the right. Use the calendar icon to find the exact date. Otherwise, this will be done through grievance processing later
- Please ensure the “Date Submitted At Step 1 or Step 2” is entered in order to track your timelines, otherwise, you may miss a deadline to elevate the grievance to the next level

- If you are starting with a Step 2 grievance, below the “Date Submitted at Step 2” box, there is a “Certified Mail Number” box for use if you plan delivery in this manner
- To the right of the “Boilerplate” text field, select the “Insert” button. This will fill in the standard language
- Fill in a description of the grievance in the “Nature of Grievance” text box. Text formatting can be changed using icons above the text box
- Fill in the requested remedies in the “Corrective Action Desired” text box. Text formatting can be changed using icons above the text box

Reminder: “Any other remedy deemed appropriate” is the default text in this box. Do not delete this as a remedy

- Grievances on GATS can be viewed by others with access. If you would like names and other information to not be viewable by others, input these words in the “Censor Words” box at the bottom of the page
- Select “Submit” This button is available at the top of the page and again at the bottom of the page
- If successful, GATS will direct to the Step 1 tab. On this page you will see the grievance that was filed
- To obtain an Adobe (PDF) copy, select the XXX button on the right side of the grievance listing. This file can then be printed for delivery to facility management
- To edit the grievance, select the “Edit” button on the left side of the grievance listing. This will redirect to the page used previously to fill in information on the grievance except there will now be a Grievance Event History box that will show date tracking and an area for the input of more information required to continue to process the grievance

- If any changes are made to the grievance, ensure that you click “Save Changes” located in the middle and bottom of the page
- It is on this page that you can later enter the FAA [grievance] Number, the Step 1 Meeting Date, the FAA Response Due date, the FAA Response Received date and Edit Submit by Date, in the green box on the right side of the page. Please fill in all info, so your timelines aren’t missed.