

## **DEALING WITH THE GRIEVANT**

Be respectful and sympathetic. This is serious, and the grievant may be nervous.

Explain our chances, what they depend on, and that we'll do our best, but don't make promises you may not be able to keep.

Explain the grievance steps, who will be at each meeting, and what the meetings are like.

Keep the grievant informed of everything you know or are doing.