# GRIEVANCE STEPS
**DEPARTMENT OF HUMAN SERVICES**
**NON-CLASSIFICATION**
**EFFECTIVE:** October 31, 2019

<table>
<thead>
<tr>
<th>STEPS</th>
<th>YOUR TIME LIMIT</th>
<th>MANagements TIME LIMIT</th>
<th>FILE WITH</th>
</tr>
</thead>
<tbody>
<tr>
<td>★ 1</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>Grievant’s Supervisor or Office Head</td>
</tr>
</tbody>
</table>
| 2     | 15 WORKDAYS     | 15 WORKDAYS            | In writing to:  
Labor Relations Coordinator or Executive  
Director |
| ★ 3   | 15 WORKDAYS     | 15 WORKDAYS            | In writing to:  
Mr. David Goetz, Chief  
Dept. of Human Services  
Division of Labor Relations  
1st Floor, Forum Place  
P.O. Box 2675  
Harrisburg, PA 17105-2675  
Phone: 717-787-4287  
Fax: 717-787-7414  
Email: RA-PWLABORRELATIONS@pa.gov |
| 4     | 15 WORKDAYS     | 15 WORKDAYS            | In writing to:  
Edward P. Phillips, Director  
Bureau of Employee Relations  
Rm. 404 Finance Building  
Harrisburg, PA 17120  
Phone: 717-787-5514 (network 8-447-5514)  
Fax: 717-783-0430  
Email: RA-OABER-GRIEVACE@pa.gov |
| 5     | As soon as step 4 response is received | With copies of all documentation to:  
a. Your Business Agent |

**Intent to Arbitrate** – Send to: Ed P. Phillips, Bureau of Employee Relations from the Business Agent within 20 working days.

**★NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.
# GRIEVANCE STEPS
DEPARTMENT OF HUMAN SERVICES
CLASSIFICATION
EFFECTIVE: October 31, 2019

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<th>MANAGEMENTS TIME LIMIT</th>
<th>FILE WITH</th>
</tr>
</thead>
</table>
| 1     | **15 WORKDAYS** | **15 WORKDAYS**        | FROM FIELD SITES ONLY:  
*In writing to:*  
Ms. Christie Kahler, Chief  
Division of Human Resource Filed Operations  
222 Health & Welfare Bldg.  
625 Forster Street  
Harrisburg, PA 17120  
Phone: 717-783-3385 (network 8-443-3385)  
Fax: 717-214-3450 |
| 2     | **15 WORKDAYS** | **15 WORKDAYS**        | FROM NON-FIELD SITES ONLY:  
*In writing to:*  
Traci L. Taylor, Chief  
Division of Organization Management & Talent Acquisition  
106 Health & Welfare Bldg.  
625 Forster Street  
Harrisburg, PA 17120  
Phone: 717-783-7302  
Fax: 717-772-0739  
Email: trtaylor@pa.gov |
| 3     | AS SOON AS STEP 4 RESPONSE IS RECEIVED | | In writing to:  
Ms. Cynthia Rowe, Grievance Unit Sup.  
PA Office of Administration  
Classification/Pay Division  
515 Finance Building  
Harrisburg, PA 17120  
Phone: 717-705-5586 (network 8-445-5586)  
Email: crowe@pa.gov |

**Intent to Arbitrate** – Send to: Cynthia Rowe, Office of Administration from the Business Agent within 20 working days.

*With copies of all documentation to:*  
a. Your Business Agent
## GRIEVANCE STEPS
### OFFICE OF VOCATIONAL REHABILITATION

**EFFECTIVE:** October 31, 2019

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<thead>
<tr>
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</thead>
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<tr>
<td>★ 1</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>Orally or in writing (your choice) to: District Administrator/Supervisor</td>
</tr>
<tr>
<td>2</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Denise Verchimak, Director of Bureau of OVR 1521 N. 6th Street Harrisburg, PA 17102 Phone: 717-772-3511</td>
</tr>
<tr>
<td>★ 3 ★</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Cara Krchnar, Employment, Banking &amp; Revenue HR Delivery Center Chief, Employee Relations Coordinator Rm. 1412 Labor &amp; Industry Bldg. 651 Boas Street Harrisburg, PA 17121 Phone: 717-787-9892 Fax: 717-783-0240 Email: <a href="mailto:cakrchnar@pa.gov">cakrchnar@pa.gov</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>CLASSIFICATION GRIEVANCE ONLY</strong> In writing to: Ms. Nicole Sites Employment, Banking &amp; Revenue HR Delivery Center Chief of Talent Acquisition and Organization Mgmt. 1418 Labor &amp; Industry Bldg., 651 Boas St. Harrisburg, PA 17121 Phone: 717-787-5790 Fax: 717-783-0240 Email: <a href="mailto:nsites@pa.gov">nsites@pa.gov</a></td>
</tr>
<tr>
<td>Step</td>
<td>Time Frame</td>
<td>Details</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
<td>---------</td>
<td></td>
</tr>
</tbody>
</table>
| 4    | 15 WORKDAYS | In writing to:  
Edward P. Phillips, Director  
Bureau of Employee Relations  
Rm. 404 Finance Building  
Harrisburg, PA 17120  
Phone: 717-787-5514 (network 8-447-5514)  
Fax: 717-783-0430  
Email: RA-OABER-GRIEVANCE@pa.gov  

CLASSIFICATION GRIEVANCE ONLY  
In writing to:  
Ms. Melissa Mullen, Grievance Unit  
Supervisor  
PA Office of Administration  
Classification/Pay Division  
515 Finance Building  
Harrisburg, PA 17120  
Phone: 717-705-5586 (network 8-445-5586)  
Email: memullen@pa.gov  

5    | AS SOON AS STEP 4 RESPONSE IS RECEIVED | With copies of all documentation to:  
a. Your Business Agent  

Intent to Arbitrate – Send to: Edward P. Phillips, (Non-classification) or Melissa Mullen, (Classification) by Business Agent within 20 working days. |

★NOTE: Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.  

★★NOTE: Classification grievances should be submitted directly to this contact as Step 1 of the Classification Grievance Procedure in accordance with Article 27, Section 1 (Step1).


**GRIEVANCE STEPS**  
**DEPARTMENT OF CORRECTIONS**  
**EFFECTIVE:** October 31, 2019

<table>
<thead>
<tr>
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<th>FILE WITH</th>
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</thead>
<tbody>
<tr>
<td>★ 1</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>Orally or in writing (your choice) to: Immediate Supervisor (Health &amp; Safety – SEE NOTES)</td>
</tr>
<tr>
<td>2</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Your institution’s superintendent or designee.</td>
</tr>
</tbody>
</table>
| ★ 3 **| 15 WORKDAYS      | 15 WORKDAYS            | In writing to:  
  PY, PSDC DOC/PBPP Labor Relations  
  Email ra-pypsdcdocpplr@pa.gov  
  CLASSIFICATION GRIEVANCES ONLY  
  In writing to:  
  PY, PSDC DOC/PBPP Labor Relations  
  Email ra-pypsdcdocpplr@pa.gov |
| 4     | 15 WORKDAYS      | 15 WORKDAYS            | In writing to:  
  Edward P. Phillips, Director  
  Bureau of Employee Relations  
  Rm. 404 Finance Building  
  Harrisburg, PA 17120  
  Phone: 717-787-5514 (network 8-447-5514)  
  Email: RA-OABER-GRIEVANCE@pa.gov  
  CLASSIFICATION GRIEVANCE ONLY  
  In writing to:  
  Ms. Melissa Mullen, Grievance Unit Sup.  
  PA Office of Administration  
  Classification/Pay Division  
  515 Finance building  
  Harrisburg, PA 17120  
  Phone: 717-705-5586 (network 8-445-5586)  
  Email: memullen@pa.gov |

5  
**AS SOON AS STEP 4 RESPONSE IS RECEIVED**  
**With copies of all documentation to:**  
a. Your Business Agent

**Intent to Arbitrate** – Send to: Edward P. Phillips, (Non-classification) or Melissa Mullen, (Classification) by Business Agent within 20 working days.

**★NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.
★★NOTE: Classification grievances should be submitted directly to this contact as Step 1 of the Classification Grievance Procedure in accordance with Article 27, Section 1 (Step1).
# GRIEVANCE STEPS

**Bureau of Workforce Planning and Operations (BWPO)/PA CareerLinks & Bureau of Workforce Development Administration (BWDA)**

**EFFECTIVE:** October 31, 2019

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<tbody>
<tr>
<td>★ 1</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>CareerLink® Supervisor/Area Regional Director (ARD)/Unit/Section Chief</td>
</tr>
</tbody>
</table>
|       |                 |                        | **In writing to:** BWDA  
| 2     | 15 WORKDAYS     | 15 WORKDAYS            | BWPO/PA CareerLink  
|       |                 |                        | Ruben Pachay, Director  
|       |                 |                        | Dan Kuba, Director  
|       |                 |                        | 1200 Labor & Industry Bldg.  
|       |                 |                        | 651 Boas Street  
|       |                 |                        | Harrisburg, PA 17121 |
| ★ 3 ★ | 15 WORKDAYS     | 15 WORKDAYS            | Cara Krchnar, Employment, Banking & Revenue HR Delivery Center Chief, Employee Relations  
|       |                 |                        | 1412 Labor & Industry Bldg.  
|       |                 |                        | 651 Boas Street  
|       |                 |                        | Harrisburg, PA 17121  
|       |                 |                        | **CLASSIFICATION GRIEVANCE ONLY**  
|       |                 |                        | Nicole Sites, Chief, Employment, Banking & Revenue HR Delivery Center Chief, Talent Acquisition and Organizational Mgmt.  
|       |                 |                        | 1418 Labor & Industry Bldg.  
|       |                 |                        | 651 Boas Street  
|       |                 |                        | Harrisburg, PA 17121  
|       |                 |                        | Phone: 717-787-5790  
|       |                 |                        | Fax: 717-783-0240  
|       |                 |                        | Email: cakrchnar@pa.gov |

Revised August 10, 2020
|   | 15 WORKDAYS | 15 WORKDAYS | In writing to:  
|   |   |   | Edward P. Phillips, Director  
|   |   |   | Bureau of Employee Relations  
|   |   |   | Rm. 404 Finance Building  
|   |   |   | Harrisburg, PA 17120  
|   |   |   | Phone: 717-787-5514 (network 8-447-5514)  
|   |   |   | Fax: 717-783-0430  
|   |   |   | Email: RA-OABER-GRIEVANCE@pa.gov  
|   |   |   | CLASSIFICATION GRIEVANCE ONLY  
|   |   |   | In writing to:  
|   |   |   | Melissa Mullen Grievance Unit  
|   |   |   | Supervisor  
|   |   |   | Office of Administration  
|   |   |   | Classification/Pay Division  
|   |   |   | 515 Finance Building  
|   |   |   | Harrisburg, PA 17120  
| 5 | AS SOON AS A STEP 4 RESPONSE IS RECEIVED: Send copies of all documentation to your Business Agent. |   |   |

★ NOTE: Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

★★ NOTE: Classification grievances should be submitted directly to this contact as Step 1 of the Classification Grievance Procedure in accordance with Article 27, Section 1 (Step1).
# GRIEVANCE STEPS

## UC SERVICE CENTERS

**EFFECTIVE:** October 31, 2019

<table>
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<tbody>
<tr>
<td>★ 1</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>UC Service Center Site Administrator</td>
</tr>
</tbody>
</table>
| 2     | 15 WORKDAYS    | 15 WORKDAYS            | In writing to:  
Jennifer Walters  
Office of UC Service Centers  
651 Boas Street, 6th Floor L&I  
Harrisburg, PA 17121  
Phone: 717-346-7688  
Fax: 717-705-0792 |
| ★ 3 **| 15 WORKDAYS    | 15 WORKDAYS            | In writing to:  
Cara Krchnar, Employment, Banking & Revenue HR Delivery Center Chief, Employee  
Rm. 1412 Labor & Industry Bldg.  
651 Boas Street  
Harrisburg, PA 17121  
Phone: 717-787-9892  
Fax: 717-783-0240  
Email: cakrchnar@pa.gov |

CLASSIFICATION GRIEVANCE ONLY

In writing to:  
Ms. Nicole Sites  
Employment, Banking & Revenue HR Delivery Center  
Chief Talent Acquisition and Organizational Mgmt.  
1418 Labor & Industry Bldg., 651 Boas St.  
Harrisburg, PA 17121  
Phone: 717-787-5790  
Fax: 717-783-0240  
Email: nsites@pa.gov
<table>
<thead>
<tr>
<th>4</th>
<th>15 WORKDAYS</th>
<th>15 WORKDAYS</th>
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</table>
| **In writing to:** Edward P. Phillips, Director  
Bureau of Employee Relations  
Rm. 404 Finance Building  
Harrisburg, PA 17120  
Phone: 717-787-5514 (network 8-447-5514)  
Fax: 717-783-0430  
Email: RA-OABER-GRIEVANCE@pa.gov |
| **ARTICLE 27 CLASSIFICATION GRIEVANCE:**  
**In writing to:** Ms. Melissa Mullen, Grievance Unit Supervisor  
PA Office of Administration  
Classification/Pay Division  
515 Finance Building  
Harrisburg, PA 17120  
Phone: 717-705-5586 (network 8-445-5586)  
Email: memullen@pa.gov |
| **5** | **AS SOON AS STEP 4 RESPONSE IS RECEIVED** | **With copies of all documentation to:**  
a. Your Business Agent |
| **Intent to Arbitrate** – Send to Edward P. Phillips, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days. |

**★NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

**★★NOTE:** Classification grievances should be submitted directly to this contact as Step 1 of the Classification Grievance Procedure in accordance with Article 27, Section 1 (Step1).
## GRIEVANCE STEPS
### OFFICE OF INSPECTOR GENERAL
### EFFECTIVE: October 31, 2019

<table>
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<tr>
<td>★ 1</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>Grievant’s Supervisor or Office Head</td>
</tr>
<tr>
<td>2</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Labor Relations Coordinator or Bureau Director for Region</td>
</tr>
<tr>
<td>★ 3 ★</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Matthew Updegrove, Chief Division of Employee Relations General Government Delivery Center 508B Finance Building Harrisburg, PA 17120 Phone: 717-783-5446</td>
</tr>
<tr>
<td>4</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Edward P. Phillips, Director Bureau of Employee Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) Fax: 717-783-0430 Email: <a href="mailto:RA-OABER-GRIEVANCE@pa.gov">RA-OABER-GRIEVANCE@pa.gov</a></td>
</tr>
<tr>
<td>5</td>
<td>AS SOON AS STEP 4 RESPONSE IS RECEIVED</td>
<td>With copies of all documentation to: a. Your Business Agent</td>
<td></td>
</tr>
</tbody>
</table>

**Intent to Arbitrate** – Send to: Edward P. Phillips, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.
★NOTE: Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

★★NOTE: Classification grievances should be submitted directly to this contact as Step 1 of the Classification Grievance Procedure in accordance with Article 27, Section 1 (Step1).
**GRIEVANCE STEPS**

**PHRC**

**EFFECTIVE: October 31, 2019**

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<td>15 WORKDAYS</td>
<td>Grievant’s Supervisor or Office Head</td>
</tr>
<tr>
<td>2</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Regional Director</td>
</tr>
<tr>
<td>★ 3 ★</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Chad Dion Lassiter, Executive Director PA Human Relations Commission Pennsylvania Place Suite #300 301 Chestnut Street Harrisburg, PA 17101 Phone: 717-787-4412 (network 8-447-4412)</td>
</tr>
<tr>
<td>4</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Edward P. Phillips, Director Bureau of Employee Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) Fax: 717-783-0430 Email: <a href="mailto:RA-OABER-GRIEVANCE@pa.gov">RA-OABER-GRIEVANCE@pa.gov</a></td>
</tr>
</tbody>
</table>

**ARTICLE 27 CLASSIFICATION GRIEVANCE:**

In writing to:

Ms. Melissa Mullen, Grievance Unit Sup. PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: memullen@pa.gov
5

<table>
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<tr>
<th>AS SOON AS STEP 4 RESPONSE</th>
<th>With copies of all documentation to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>IS RECEIVED</td>
<td>a. Your Business Agent</td>
</tr>
</tbody>
</table>

**Intent to Arbitrate** – Send to Jane Baldo, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.

**NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

**★ NOTE:** Classification grievances should be submitted directly to this contact as Step 1 of the Classification Grievance Procedure in accordance with Article 27, Section 1 (Step1).
## GRIEVANCE STEPS
### BLINDNESS & VISUAL SERVICES
**EFFECTIVE:** October 31, 2019

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<tr>
<td>❮ 1 ❯</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>Supervisor or Office Head</td>
</tr>
</tbody>
</table>
| ❮ 2 ❯ | 15 WORKDAYS     | 15 WORKDAYS            | In writing to:  
VACANT, Director BVS  
1521 N. 6th Street  
Harrisburg, PA 17102  
Phone: 570 826-2361 ext. 210 |
| ❮ 3 ❯ | 15 WORKDAYS     | 15 WORKDAYS            | In writing to:  
Cara Krchnar, Employment, Banking & Revenue HR Delivery Center Chief, Employee Relations  
Rm. 1412 Labor & Industry Bldg.  
651 Boas Street  
Harrisburg, PA 17121  
Phone: 717-787-9892  
Fax: 717-783-0240  
Email: cakrchnar@pa.gov  
CLASSIFICATION GRIEVANCE ONLY  
In writing to:  
Ms. Nicole Sites  
Employment, Banking & Revenue HR Delivery Center  
Chief Talent Acquisition and Organizational Mgmt.  
1418 Labor & Industry Bldg., 651 Boas St.  
Harrisburg, PA 17121  
Phone: 717-787-5790  
Fax: 717-783-0240  
Email: nsites@pa.gov |
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<th></th>
<th>15 WORKDAYS</th>
<th>15 WORKDAYS</th>
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<tbody>
<tr>
<td><strong>4</strong></td>
<td>In writing to: Edward P. Phillips, Director Bureau of Employee Relations Rm. 404 Finance Building Harrisburg, PA 17120 Phone: 717-787-5514 (network 8-447-5514) Fax: 717-783-0430 Email: <a href="mailto:RA-OABER-GRIEVANCE@pa.gov">RA-OABER-GRIEVANCE@pa.gov</a></td>
<td></td>
</tr>
<tr>
<td><strong>5</strong></td>
<td>ARTICLE 27 CLASSIFICATION GRIEVANCE: In writing to: Ms. Melissa Mullen, Grievance Unit Supervisor PA Office of Administration Classification/Pay Division 515 Finance Building Harrisburg, PA 17120 Phone: 717-705-5586 (network 8-445-5586) Email: <a href="mailto:memullen@pa.gov">memullen@pa.gov</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>AS SOON AS STEP 4 RESPONSE IS RECEIVED With copies of all documentation to: a. Your Business Agent</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Intent to Arbitrate</strong> – Send to: Employee Relations, (Non-Classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

**★ NOTE:** Classification grievances should be submitted directly to this contact as Step 1 of the Classification Grievance Procedure in accordance with Article 27, Section 1 (Step1).
# Grievance Steps

**Department of Military & Veterans Affairs**

**Effective:** October 31, 2019

<table>
<thead>
<tr>
<th>Steps</th>
<th><strong>Your Time Limit</strong></th>
<th><strong>Management's Time Limit</strong></th>
<th><strong>File With</strong></th>
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<tbody>
<tr>
<td>★ 1</td>
<td>15 Workdays</td>
<td>15 Workdays</td>
<td>Grievant's Supervisor</td>
</tr>
<tr>
<td>2</td>
<td>15 Workdays</td>
<td>15 Workdays</td>
<td>In writing to: Facility Head/Personnel Office</td>
</tr>
</tbody>
</table>
| ★ 3   | 15 Workdays         | 15 Workdays                 | In writing to:  
Kim Kreiser  
Labor Relations Coordinator  
Edward Martin Hall, Building 0-47  
Fort Indiantown Gap  
Annville, PA 17003  
Phone: 717-861-6496 |
| 3 ★★  | **Classification**  |                            | Ray Bishop (same address as above)  
Phone: 717-861-8838 |
| 4     | 15 Workdays         | 15 Workdays                 | In writing to:  
Edward P. Phillips, Director  
Bureau of Employee Relations  
Rm. 404 Finance Building  
Harrisburg, PA 17120  
Phone: 717-787-5514 (network 8-447-5514)  
Fax: 717-783-0430  
Email: RA-OABER-GRIEVANCE@pa.gov |

**Article 27 Classification Grievance:**

In writing to:  
Ms. Melissa Mullen, Grievance Unit Sup.  
PA Office of Administration  
Classification/Pay Division  
515 Finance Building  
Harrisburg, PA 17120  
Phone: 717-705-5586 (network 8-445-5586)  
Email: memullen@pa.gov
AS SOON AS STEP 4 RESPONSE IS RECEIVED

With copies of all documentation to:

a. Your Business Agent

**Intent to Arbitrate** – Send to: Edward Phillips, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.

★NOTE: Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

★★NOTE: Classification grievances should be submitted directly to this contact as Step 1 of the Classification Grievance Procedure in accordance with Article 27, Section 1 (Step1).
# GRIEVANCE STEPS
## BUREAU OF DISABILITY DETERMINATION
### EFFECTIVE: October 31, 2019

<table>
<thead>
<tr>
<th>STEPS</th>
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<tr>
<td>★ 1</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>BDD Site Administrator</td>
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</table>
| 2     | 15 WORKDAYS     | 15 WORKDAYS            | In writing to:  
Steve Rollins, Administrator  
901 N. 7th Street, Rear  
Harrisburg, PA 17104  
Phone: 717-425-7900 |
| ★ 3 ★ | 15 WORKDAYS     | 15 WORKDAYS            | In writing to:  
Cara Krchnar, Employment, Banking & Revenue HR  
Delivery Center Chief, Employee Relations  
Rm. 1412 Labor & Industry Bldg.  
651 Boas Street  
Harrisburg, PA 17121  
Phone: 717-787-9892  
Fax: 717-783-0240  
Email: cakrchnar@pa.gov |

CLASSIFICATION GRIEVANCE ONLY  
In writing to:  
Ms. Nicole Sites  
Employment, Banking & Revenue HR Service Center  
Chief Talent Acquisition & Organizational Mgmt.  
1418 Labor & Industry Bldg., 651 Boas St.  
Harrisburg, PA 17121  
Phone: 717-787-5790  
Fax: 717-783-0240 |
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<th>In writing to:</th>
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<tbody>
<tr>
<td>4</td>
<td>15 WORKDAYS</td>
<td>Edward P. Phillips, Director</td>
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<tr>
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<td>Bureau of Employee Relations</td>
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<td></td>
<td></td>
<td>Rm. 404 Finance Building</td>
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<td></td>
<td></td>
<td>Harrisburg, PA 17120</td>
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<td></td>
<td></td>
<td>Phone: 717-787-5514 (network 8-447-5514)</td>
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<tr>
<td></td>
<td></td>
<td>Fax: 717-783-0430</td>
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<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:RA-OABER-GRIEVANCE@pa.gov">RA-OABER-GRIEVANCE@pa.gov</a></td>
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<td></td>
<td>15 WORKDAYS</td>
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**ARTICLE 27 CLASSIFICATION GRIEVANCE:**

In writing to:

Ms. Melissa Mullen, Grievance Unit Supervisor
PA Office of Administration
Classification/Pay Division
515 Finance Building
Harrisburg, PA 17120
Phone: 717-705-5586 (network 8-445-5586)
Email: memullen@pa.gov

<table>
<thead>
<tr>
<th></th>
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<th>With copies of all documentation to:</th>
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</thead>
<tbody>
<tr>
<td>5</td>
<td>AS SOON AS STEP 4 RESPONSE IS RECEIVED</td>
<td>a. Your Business Agent</td>
<td></td>
</tr>
</tbody>
</table>

**Intent to Arbitrate** – Send to: Edward P. Phillips, (Non-classification) or Melissa Mullen, (Classification) from the Business Agent within 20 working days.

**NOTE:** Grievances concerning agency-wide decisions, health & safety (only if issue has been discussed at a local Meet and Discuss) and grievances concerning discharge, demotion, suspension, furlough, and promotion should be filed directly to Step 3 within 15 days.

**★★NOTE:** Classification grievances should be submitted directly to this contact as Step 1 of the Classification Grievance Procedure in accordance with Article 27, Section 1 (Step1).
# GRIEVANCE STEPS
## STATE SYSTEM OF HIGHER EDUCATION
### EFFECTIVE: October 31, 2019

<table>
<thead>
<tr>
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<td>1</td>
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<td>Grievant’s Immediate Supervisor</td>
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<tr>
<td>2</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: University President</td>
</tr>
<tr>
<td>3</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Lisa Sanno, Director of Labor Relations Pennsylvania State System of Higher Education Dixon University Center 2986 North Second Street Harrisburg, PA 17110 Phone: 717-720-4157</td>
</tr>
<tr>
<td>4</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
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**Intent to Arbitrate** – Send to: Lisa Sanno from the Business Agent within 20 working days.
# GRIEVANCE STEPS
## UC REFEREES
**EFFECTIVE:** October 31, 2019

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<td>UCBR Program Manager</td>
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<tr>
<td>2</td>
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<td>15 WORKDAYS</td>
<td>In writing to: Randall S. Brandes, UC Appeals System Administrator. Room 1116 L&amp;I Building, 651 Boas Street, Harrisburg, PA 17121. Phone: 717-787-5122. Fax: 717-787-6125.</td>
</tr>
<tr>
<td>3</td>
<td>15 WORKDAYS</td>
<td>15 WORKDAYS</td>
<td>In writing to: Cara Krchnar, Employment, Banking &amp; Revenue HR Delivery Center Chief, Employee Relations. Rm. 1412 Labor &amp; Industry Bldg. 651 Boas Street, Harrisburg, PA 17121. Phone: 717-787-5790. Fax: 717-783-0240. Email: <a href="mailto:cakrchnar@pa.gov">cakrchnar@pa.gov</a></td>
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**Intent to Arbitrate** – Send to: Edward Phillips, from the Business Agent, within 20 working days.