

**Grievance Response Template  
(Use Branch Letterhead)**

Date

To: District Mgr, Plant Mgr, and Postmaster etc  
Address  
City, State, ZIP-Code + ZIP+4

From: NAPS Representative

SUBJECT: STEP A GRIEVANCE

Dear Mr. or Ms.

EMPLOYEE INFORMATION

NAPS Branch\_\_\_\_\_ on behalf of John Smith Supervisor Distribution Operations Tour 1 is filing a Step A Grievance as outlined in 650 ELM.

BACKGROUND

- On this date the following occurred (explain the EAS position on the matter).
- Recommend the use of bullets to briefly outline events.
- Offer an action plan if the offense was caused by an action of the member.

CONCLUSION

- Sum up why the grievance is unjust.
- Request that this letter (or other action be rescinded or reduced or policy adhered to.
- Request that management follow postal policy.
- Comment that EAS are committed to doing their job and serving the customer etc. Include any and all pertinent information to get your point across. Be tactful.
- State that NAPS cannot encourage EAS to violate postal policy.
- End appeal with either signature of the EAS or the representative on behalf of the member.
- Request a face to face meeting to further discuss the issues and a resolution.
- Provide a courtesy copy to the Branch president and to national NAPS (if appropriate).