



January 6, 2021

JOSEPH WOLSKI

SUBJECT: Audit Resolution – Informal Grievance Oversight (Report 19SMG007HR000-R20)  
Recommendation #2 and Recommendation #6

Representatives of the Office of the Inspector General (OIG) and management held an audit resolution meeting on December 15, 2020, to discuss management's disagreement with Recommendation #2 and Recommendation #6 as stated in the June 22, 2020, management response in the subject final audit report.

**Recommendation #2:** We recommend the **Vice President, Labor Relations**, formalize and communicate monetary thresholds for informal grievances and review payments that exceed the established thresholds.

The recommendation was discussed, and additional actions described below were proposed by the OIG.

OIG proposed additional action #1: "While communicating policy regarding written thresholds, we believe you could also communicate in writing that local managers are permitted or encouraged to discuss informal grievance resolution, while making clear that doing so remains in the supervisor's discretion."

Management agrees to add language to policy communication to encourage local managers to reach out to their Labor Relations Department as needed to discuss informal grievance resolutions.

**Target Implementation Date:** February 28, 2021

OIG proposed additional action # 2: "We also believe that you could require immediate supervisors to provide written notification after resolution of the informal grievance, including an explanation of the circumstances. In this way, Labor Relations, on a nationwide basis, would be able to monitor resolution of informal grievances that exceed local monetary thresholds and provide valuable guidance to supervisors regarding resolution of grievances. Immediate supervisors would retain authority to resolve grievances as contemplated in the agreement."

Management disagrees with the above additional action. A process is already in place nationwide for supervisors to input informal grievance resolutions, including any monetary payments, in the Grievance and Arbitration Tracking System (GATS). Labor Relations has access to monitor this activity.

**Responsible Officials:** Area Managers, Labor Relations

**Recommendation #6:** We recommend the **Vice President, Labor Relations**, update and reconcile issue codes in the Grievance and Arbitration Tracking System (GATS) and the *GATS Entries Handbook* to include clear definitions and instructions for use; and establish guidance to address frequency of the updates.

The recommendation was discussed, and the alternate action described below was agreed on by both management and the OIG. As a result, the recommendation's status will be changed to "Agreed" in both the OIG's and management's tracking systems. The OIG will close the recommendation when management provides acceptable evidence that the alternative action has been implemented, in accordance with established audit practices.

Specifically, to address this recommendation, management will review the issue codes in GATS to remove duplicate issue codes, establish guidance to address frequency of the updates, and remove the GATS Entries Handbook from the intranet site.

**Target Implementation Date:** May 20, 2021

**Responsible Official:** Manager, Labor Relations Systems



Katherine S. Attridge

cc. Mr. Tulino  
Mr. Storey  
Ms. Haring