

## THOSE IMPORTANT SIX WS

1. **WHO** is involved? The member, the supervisor, the witnesses (and their I.D. numbers), etc., - anyone who can contribute to your knowledge about the case?

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2. **WHAT** really happened? What was said? What was the sequence of events? Was there a relevant background to the events?

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3. **WHEN** did the events take place? Time, date, etc.

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4. **WHERE** did the events take place? Location should be identified if possible and if important. Building, department, area.

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5. **WHY** do the events state a basis for a grievance? The clause in the contract, the violated law, or the harm done to the member should be spelled out so you can ask for the remedy!

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### AND DON'T FORGET THE SIXTH "W"

6. **WHOA!** Double check to make sure you have all the facts, AND write them down!