

## USING THE NEATS SYSTEM

*\*\*NEATS is programmed to logoff users after 30 minutes of inactivity. We recommend that you review the steps below prior to filing your grievance in the NEATS System. **To avoid losing your entered data, please make sure you click the SAVE button frequently. Please do not have two active NEATS sessions running concurrently.***

1. To the left of your NEATS home page, click "File a Grievance" under "Personal Tasks."
2. Enter the information about your grievance on the "Details" page:
  - Do not check the "Grievant Submission Waiver" box unless you and your agency have agreed in writing to extend the deadline for the initial filing of our grievance (20 working days or 10 in the case of an employee appraisal).
  - Be sure to include a succinct description of what you are grieving.
  - You **must** list what you would consider to be a fair resolution.  
Examples of resolutions that the EMC can provide include upholding or reducing disciplinary actions; enforcing application of policy, procedure or regulation; or considering performance appraisal ratings. It does not fall within the EMC's authority to enact discipline, require specific working conditions, require training, change work duties, order an apology, or require mediation.
  - **Add relevant attachments to this screen. (Oral warnings, written reprimands, performance evaluations, etc.)**  
**Attachments must not contain confidential information that pertains to you and/or other parties (e.g. Social Security numbers, birthdates, medical information). Please remove this information by covering it with black marker or whiteout. Attachments which contain confidential information regarding you and/or other parties that have not been blocked out will be removed before submittal to the EMC.**
3. When you have entered all information about your grievance:
  - Click the "Save" button at the bottom of the "Details" page.
  - Go to the "Step 1" tab.
4. On the Step 1 page you must submit your grievance to your supervisor:
  - Click "Find Supervisor" at top left of page.
  - Input at least 3 letters in the "Name" box, then click "Search" to access a list of names.
  - Select the appropriate name in the "Action" column; the name will now appear on the top left of the Step 1 page.
  - Click the "Save" button, then click "Submit". The date by which your supervisor is to respond will be listed at the top of the page as "Response Due Date".
5. If your grievance is not resolved at the first step or you receive no response, and you wish to proceed to Step 2:
  - You will select "Escalate to Next Step" in the "Grievant Response Action" area on the Step 1 page.
  - Respond in the comment section and/or attach additional documents you wish to submit.
  - Click the "Save" button, click the "Submit" button and proceed to the "Step 2" tab to assign the grievance to your division administrator.

**\*\*This process will remain the same at each Step of your grievance. Step 4 is automatically assigned to the Employee-Management Committee (EMC.) You must save and submit in order to complete Step 4.**