**SERVICE (SX) UNIT: HOW TO FILE A GRIEVANCE**

Following is some general information about the process for initial filing of a Service Unit grievance at the Berkeley campus. Please note that before filing a grievance **it is important to read the entire grievance procedure** which can be found at the following website address: [Article 10 Grievance Procedure](http://ucnet.universityofcalifornia.edu/labor/bargaining-units/sx/docs/sx_2014-2017_10_grievance-procedure.pdf). Many of the commonly asked questions are addressed below.

1. **Who Can Use the Article 10 – Grievance Procedure?**  Employees currently employed in positions covered by the Service Unit collective bargaining agreement, and the union. For a list of titles covered by the Service Unit collective bargaining agreement please refer to the list of Service unit titles: [Service unit titles](http://ucnet.universityofcalifornia.edu/labor/bargaining-units/sx/docs/sx_2014-2017_a_wage-tables.pdf)
2. **When Can a Grievance Be Filed?** A grievance must be filed (received) within 30 calendar days after the date on which the employee or the union knew or could be expected to know of the event or action giving rise to the grievance. The date of receipt of the grievance in Labor Relations will determine timeliness.
3. **Where Can a Grievance Be Filed?** All grievances must be filed with Labor Relations, 192 University Hall, 2199 Addison Street, University of California, Berkeley, Berkeley CA, 94720-3540.
4. **What Form is used to File a Grievance?** All Service Unit grievances must be filed on the Service Unit grievance form which can be downloaded from the Labor Relations web site: [Service Grievance Form](http://hrweb.berkeley.edu/sites/default/files/attachments/GrievanceForm_AFSCME_EXandSX.pdf)
5. **Where Can Additional Information about the Grievance Procedure be Obtained?** Contact information for AFSCME 3299, the union that represents Service Unit employees can be found at the following website address: [Union Contact Information](http://hrweb.berkeley.edu/labor/general/summary). Campus Labor Relations can also provide information and can be reached by email ([labrel@berkeley.edu](mailto:labrel@berkeley.edu)) or by telephone (643-6001).