

## Version 7.0 Released March 2026

### TABLE OF CONTENTS

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ENTERING A NEW GRIEVANCE ACTION .....	2
GRIEVANCE EXAMPLE .....	8
SEARCHING FOR A GRIEVANCE.....	9
ADDING GRIEVANCE DOCUMENTS .....	10
MAKING CHANGES TO A GRIEVANCE IN PEOPLESOFT .....	13
<i>ADDING STEPS</i> .....	13
<i>DELETIONS</i> .....	16
FAQS .....	18
<i>Are agencies required to use the grievance tracking functionality?</i> .....	18
<i>Who enters each step of a grievance?</i> .....	18
<i>When a step is completed, what should the overall status be?</i> .....	18
<i>What field does DPM use to track the date they received a Step 2 grievance?</i> .....	18
<i>When should I enter the grievance details into PeopleSoft?</i> .....	18

### OVERVIEW

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The grievance tracking functionality was updated in *PeopleSoft HCM* in November 2016. DPM requires all agencies to use the functionality within PeopleSoft to track grievances within their agency.

### SECURITY

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Users must have the Grievance Security Role to access this functionality. Grievances are able to be viewed by all agency users with the Grievance Security Role, regardless of agency. The purpose of this is to allow an employee's prior agency to input a grievance outcome for an employee who has transferred agencies prior to the grievance being fully resolved.

## ENTERING A NEW GRIEVANCE ACTION

Use the following steps to enter a grievance action.



*These steps list how to enter the grievance from receipt to step 1 resolution all at the same time. There may be times where you will only enter data through Step 4 - bullet point one and save, and then return at a later date to continue entering the remaining steps. See [MAKING CHANGES TO A GRIEVANCE IN PEOPLESOFT](#) for steps to update a grievance.*

- **STEP 1:** Navigate to the WI Record Grievance Actions page.
  1. Navigation: **Workforce Administrator Homepage > Human Resources tile > Person tile**
  2. Click **Grievance & Discipline** dropdown and select **Grievance**  
or
  3. Navigation: **NavBar > Workforce Administration > Labor Administration > WI Record Grievances**
  4. Click the **Add a New Value** button

### Record Grievances

[Find an Existing Value](#) + Add a New Value

▼ **Search Criteria**  
Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches  Saved Searches

Grievance ID	<input type="text" value="begins with"/>
Grievance Type	<input type="text" value="begins with"/>
Status	<input type="text" value="="/>
Filed By	<input type="text" value="="/>
Empl ID	<input type="text" value="begins with"/>
Union Code	<input type="text" value="begins with"/>
Contact Name	<input type="text" value="begins with"/>
Name	<input type="text" value="begins with"/>
Last Name	<input type="text" value="begins with"/>

[^ Show fewer options](#)

Case Sensitive

## Grievance Tracking

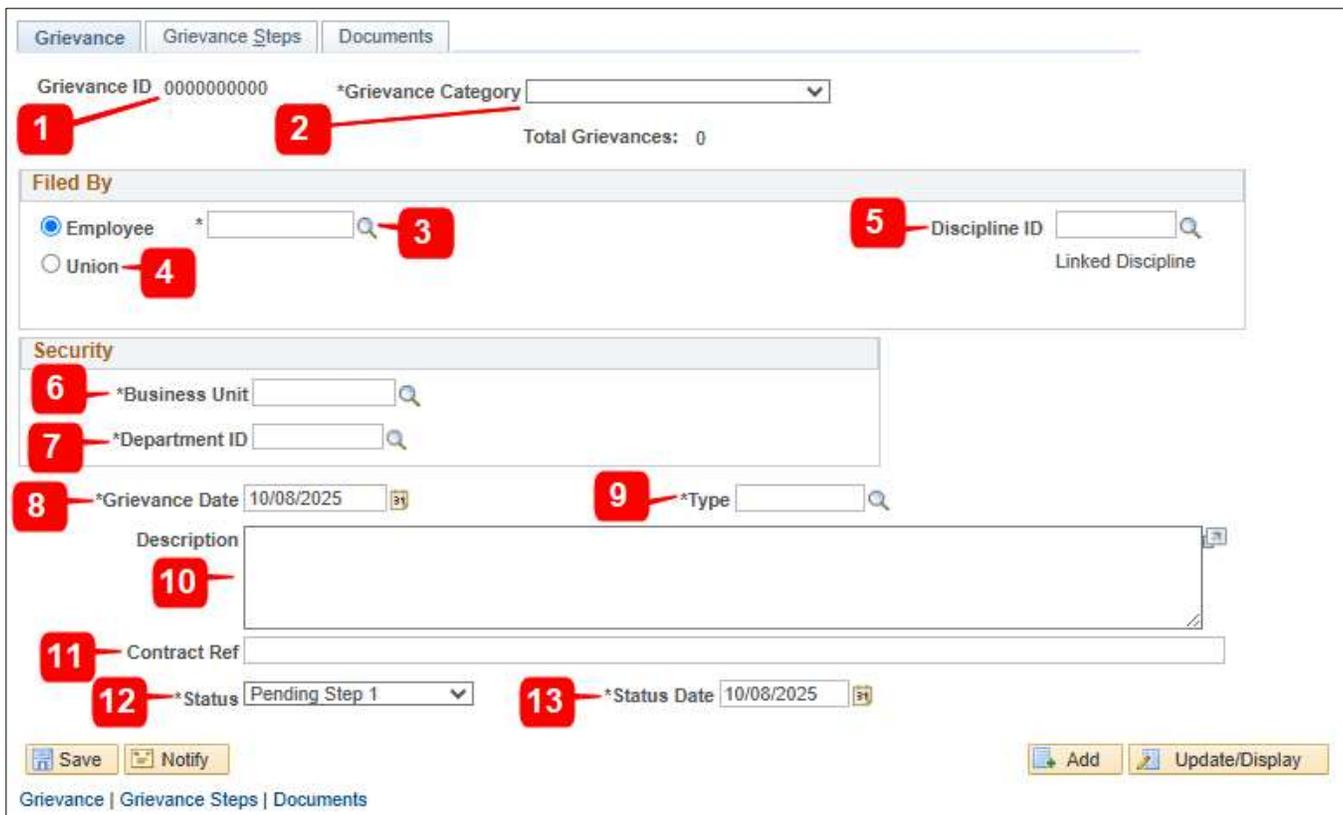
1. Do NOT manually override the Grievance ID. It will auto populate itself.
2. Click Add



Add a New Value Find an Existing Value

\*Grievance ID 0000000000

### ➤ STEP 2: Enter the grievance data



Grievance | Grievance Steps | Documents

Grievance ID 0000000000 \*Grievance Category

Total Grievances: 0

Filed By

Employee \*

Union

Security

\*Business Unit

\*Department ID

\*Grievance Date 10/08/2025  \*Type

Description

Contract Ref

\*Status Pending Step 1  \*Status Date 10/08/2025

Grievance | Grievance Steps | Documents

1. **Grievance ID:** A unique identifying number for the grievance that will populate after saving the grievance
2. **Grievance Category (required):** Select whether the grievance is related to an adverse employment decision, a condition of employment, or a contract violation (WLEA only)



\*Grievance Category

- Adverse Employment Decision
- Condition of Employment
- Contract Violation

3. **Employee:** Enter or select the employee ID of the employee who filed the grievance
4. **Union:** Enter or select the union that filed the grievance (WLEA only)

## Grievance Tracking

- Discipline ID:** If the grievance is related to a disciplinary action that is recorded in PeopleSoft, the grievance can be linked to it by clicking the magnifying glass

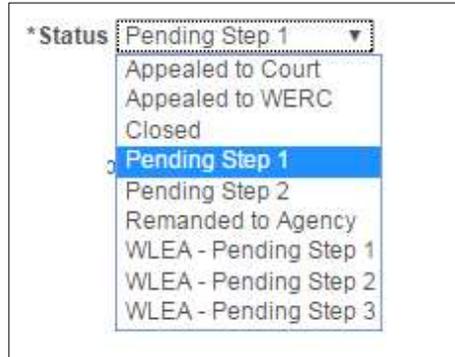
Discipline ID	Incident Date	Disposition Date	Discipline Outcome
		10/22/2018	1-day suspension without pay
		06/23/2023	1-day suspension without pay

- Note: Once a Discipline ID is selected the words “Linked Discipline” become a hyperlink that will open a new window to the applicable disciplinary record
- Business Unit:** Enter the business unit (agency number) the employee was in at the time the grievance was filed
    - Note: If a disciplinary action is linked to the grievance, the business unit will auto-populate from the disciplinary action in PeopleSoft HCM
  - Department ID:** Enter the Department ID the employee was in at the time the grievance was filed
    - Note: If a disciplinary action is linked to the grievance, the department ID will auto-populate from the disciplinary action in PeopleSoft HCM
  - Grievance Date:** Enter the date the grievance was received. If received via mail, use the date of postmark.
  - Type:** Enter the type of grievance. The magnifying glass can be used to search for the list of grievance types.

Grievance Type	Description
001	1-Day Suspension Without Pay
004	3-Day Suspension Without Pay
008	5-Day Suspension Without Pay
009	Medical Separation
010	Reduction in Base Pay
012	Demotion
020	Language
021	Layoff
029	Termination
030	ULP
035	Not Grievable
036	Other
037	Condition of Employment
038	1-Day Probationary Sus W/O Pay
039	3-Day Probationary Sus W/O Pay
040	5-Day Probationary Sus W/O Pay
041	Involuntary Transfer
042	Probationary Termination
043	Written In Lieu Of 1 day
044	Written In Lieu Of 1 day prob.
045	Written In Lieu Of 3 day
046	Written In Lieu Of 3 day prob.

## Grievance Tracking

10. **Description:** A description of the grievance may be entered in this text box
11. **Contract Ref:** Enter the contract reference for this grievance, if applicable
12. **Status:** As the grievance progresses, the status should be updated to reflect where the grievance is in the process

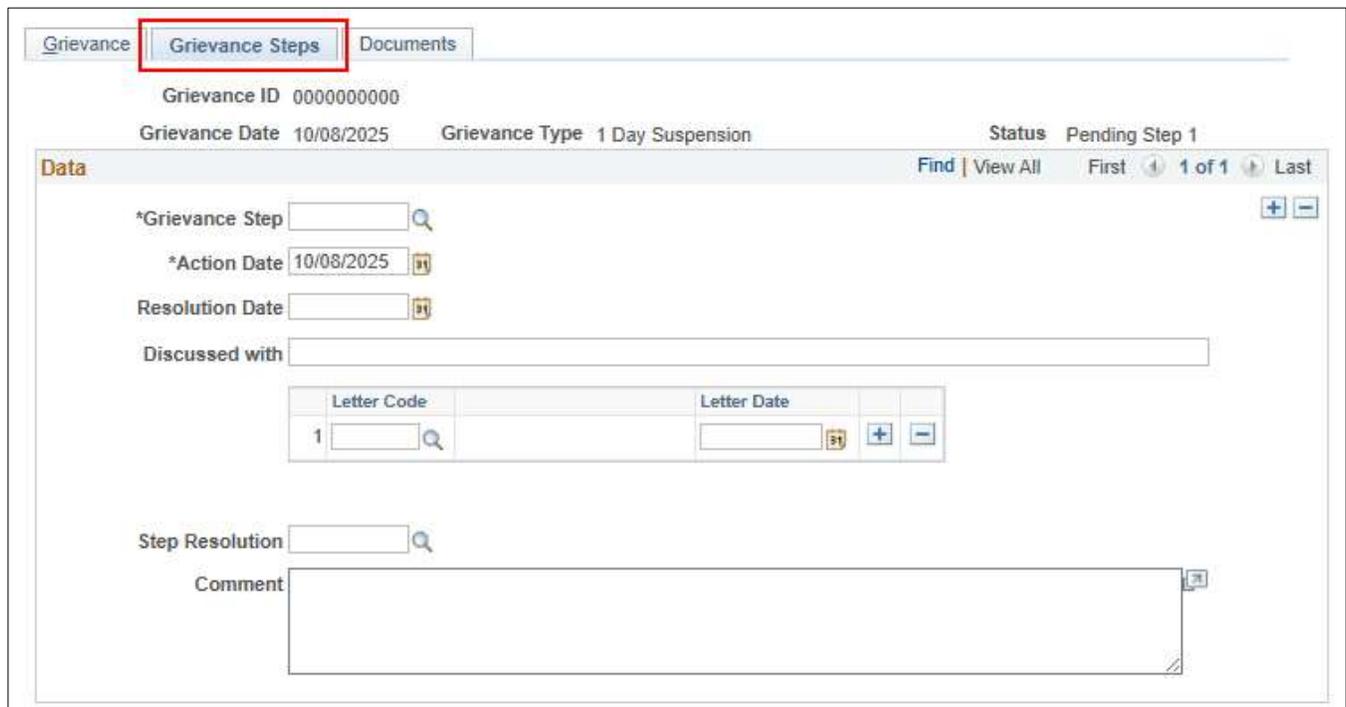


A screenshot of a dropdown menu for the status field. The menu is open, showing several options. The current selected status is "Pending Step 1". The options listed are: "Appealed to Court", "Appealed to WERC", "Closed", "Pending Step 1" (highlighted in blue), "Pending Step 2", "Remanded to Agency", "WLEA - Pending Step 1", "WLEA - Pending Step 2", and "WLEA - Pending Step 3".

- *Note: The status history is not tracked. Each time the status is updated, it overrides the existing status.*

13. **Status Date:** Enter the effective date of the Status

- **STEP 3:** Click the **Grievance Steps** tab to add step 1
- **STEP 4:** Enter Step 1 data



A screenshot of a software application interface showing the "Grievance Steps" tab. The tab is highlighted with a red box. The interface displays the following information:

- Navigation tabs: Grievance, **Grievance Steps**, Documents
- Grievance ID: 0000000000
- Grievance Date: 10/08/2025
- Grievance Type: 1 Day Suspension
- Status: Pending Step 1
- Find | View All | First | 1 of 1 | Last
- \*Grievance Step: [Text input field]
- \*Action Date: 10/08/2025 [Date picker]
- Resolution Date: [Date picker]
- Discussed with: [Text input field]
- Table with columns: Letter Code, Letter Date. Row 1: 1, [Text input field]
- Step Resolution: [Text input field]
- Comment: [Text area]

14. **Grievance Step:** Select **Step 1**. Use the magnifying glass to search.

Grievance Step	Description
001	Step 1
002	Step 2
ARB	Arbitration
CRT	Court
WRC	WERC

- **Action Date:** Date the grievance was heard
- **Resolution Date:** Date this step in the grievance was resolved
- **Discussed with:** Enter the name of the people present at the grievance meeting
- **Letter Code:** Select how the letter was sent. Use the magnifying glass to search.

Letter Code	Description
CRT	Certified Mail
EML	e-mail
HDL	Hand delivered
IND	Inter-D
USP	USPS

- **Letter Date:** Enter the date when the response was given to the employee. This should be the same date listed on the grievance form.
  - *Note: If the letter was sent in more than one way, the + should be clicked to add an additional row*
- **Step Resolution:** Enter the outcome of the step
  - Agencies should use the following steps for the Step 1 Resolution:

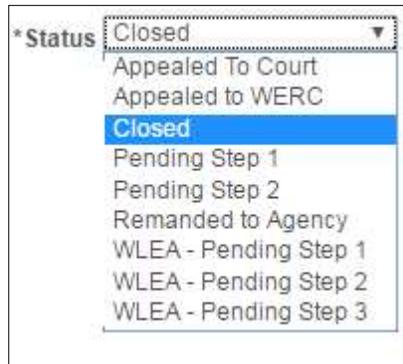
Resolution Type	Description
A05	Denied - Not Grievable
A09	Other
A10	Denied - Untimely
A11	Denied by Agency
A12	Upheld by Agency
A13	Modified by Agency

*Note: Additional Resolution Types are available for selection, but those are to be used for Steps 2 and beyond.*

- **Comment:** Additional information may be entered. This should be the same as the Employer’s Decision on the grievance form.

## Grievance Tracking

- **STEP 5:** Update the overall grievance status on the Grievance tab to “Closed” once a step resolution has been entered



- **STEP 6:** Click Save

## GRIEVANCE EXAMPLE

**Grievance** | Grievance Steps | Documents

Grievance ID 0000002783    \*Grievance Category Adverse Employment Decision

50500-2025-0000002783    Total Grievances: 1

**Filed By**

Employee    \* [Redacted]    **John Smith**    Discipline ID [Redacted] [Linked Discipline](#)

Union

**Security**

\*Business Unit [Redacted]

\*Department ID [Redacted]

\*Grievance Date 09/22/2025    \*Type 029 Termination

Description Terminated for job abandonment

Contract Ref [Redacted]

\*Status Closed    \*Status Date 10/08/2025

**Grievance** | **Grievance Steps** | Documents

Grievance ID 0000002783    Grievance Date 09/22/2025    Grievance Type Termination    Status Closed

**Data**    Find | View All    First 1 of 1 Last

\*Grievance Step 001 Step 1

\*Action Date 09/23/2025

Resolution Date 10/07/2025

Discussed with [Redacted]

Letter Code	Letter Date
1 EML email	09/23/2025

Step Resolution A11 Denied by Agency

Comment Grievance is denied. Just cause to term due to job abandonment

## SEARCHING FOR A GRIEVANCE

➤ **STEP 1:** Navigate to the WI Record Grievances page

1. Navigation: **Workforce Administrator Homepage > Human Resources tile > Person tile**
2. Click **Grievance & Discipline** dropdown and select **Grievance**  
or
3. Navigation: **NavBar > Workforce Administration > Labor Administration > WI Record Grievances**
4. Enter the search criteria
5. Click **Search**

**Record Grievances**

**Find an Existing Value** + Add a New Value

▼ **Search Criteria**

Enter any information you have and click Search. Leave fields blank for a list of all values.

Recent Searches: Choose from recent searches | Saved Searches: Choose from saved searches

Grievance ID: begins with |  
Grievance Type: begins with |  
Status: = |  
Filed By: = |  
Empl ID: begins with |  
Union Code: begins with |  
Contact Name: begins with |  
Name: begins with |  
Last Name: begins with |

^ Show fewer options

Case Sensitive

**Search** Clear

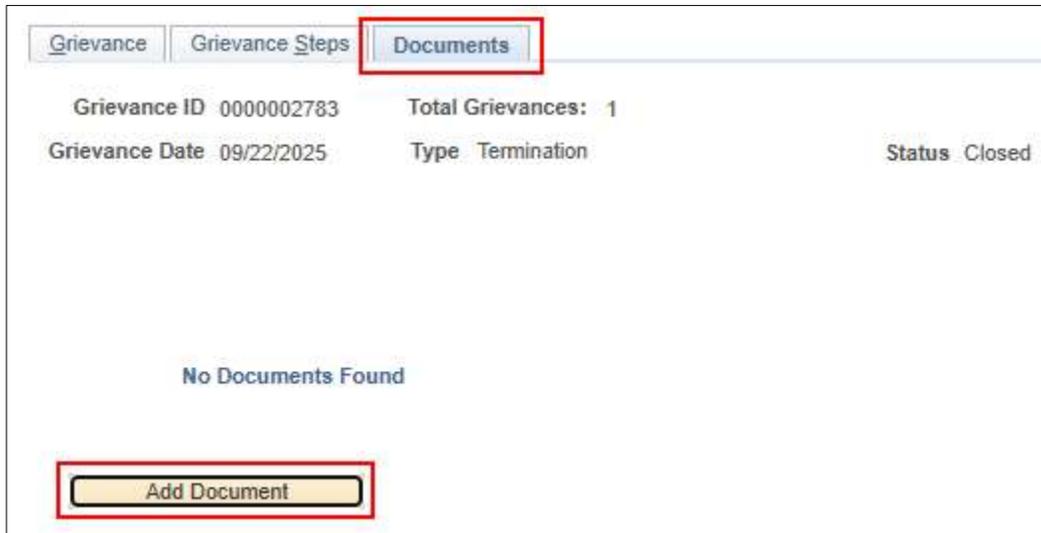
➤ **STEP 2:** Click on the record within the search results

*Note: If only one grievance meets your search criteria, you will be taken directly to the grievance data*

## ADDING GRIEVANCE DOCUMENTS

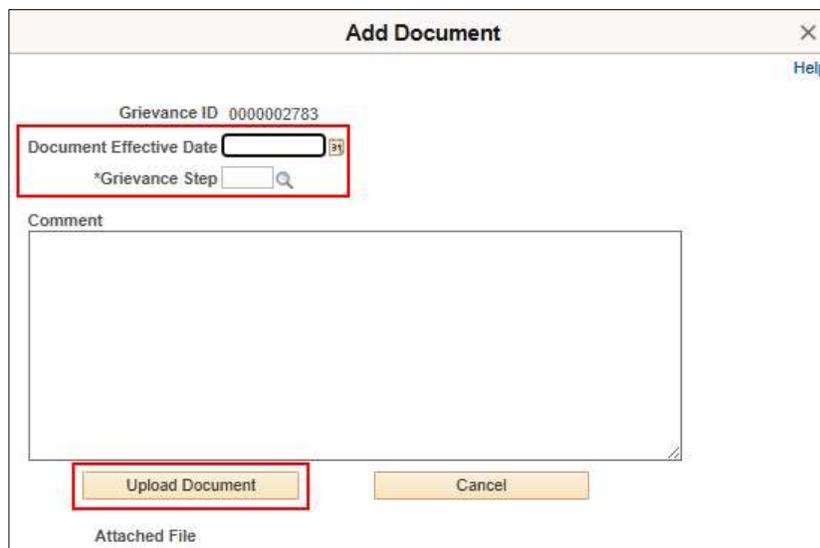
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- **STEP 1:** Navigate to the WI Record Grievance Actions page and search for the grievance using instructions above.
- **STEP 2:** Click the Documents tab and click Add Document Button



The screenshot shows a web interface with three tabs: 'Grievance', 'Grievance Steps', and 'Documents'. The 'Documents' tab is selected and highlighted with a red box. Below the tabs, the following information is displayed: Grievance ID 0000002783, Total Grievances: 1, Grievance Date 09/22/2025, Type Termination, and Status Closed. In the center of the page, the text 'No Documents Found' is displayed. At the bottom left, there is a button labeled 'Add Document' which is highlighted with a red box.

- **STEP 3:** Enter details about the document being uploaded
  1. **Document effective date:** The date the grievance was filed or response issued.
  2. **Grievance Step:** The step in the grievance process that this document is associated with. The user will only be able to select steps that have been added to the grievance.
  3. **Comments:** Enter any comments relating to the document that are needed.
  4. Click **Upload Document**



The screenshot shows a dialog box titled 'Add Document' with a close button (X) in the top right corner and a 'Help' link. The dialog contains the following fields: Grievance ID 0000002783, Document Effective Date (with a calendar icon), \*Grievance Step (with a search icon), and a large text area for Comment. At the bottom, there are two buttons: 'Upload Document' (highlighted with a red box) and 'Cancel'. Below the buttons, there is a label 'Attached File'.

## Grievance Tracking

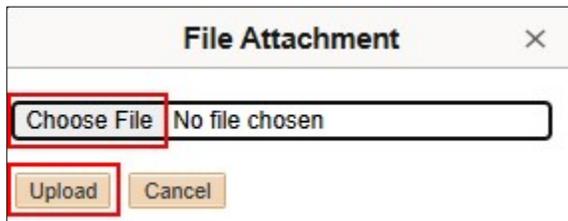
- **STEP 4:** Select the document to be uploaded.



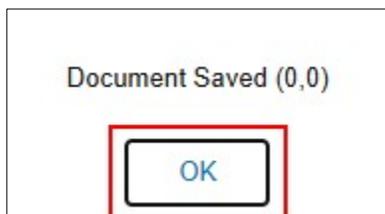
All grievance documents should follow the below naming conventions

Document Type	Document Name
Step 1 Grievance Filed by Employee	Step1_LastNameFirstNameMI_mmddyy
Step 1 Grievance Response	Step1_RSP_LastNameFirstNameMI_mmddyy
Step 2 Grievance Filed by Employee	Step2_LastNameFirstNameMI_mmddyy
Step 2 Grievance Response	Step2_RSP_LastNameFirstNameMI_mmddyy
WLEA Step 1 Grievance Filed by Employee	WLEA1_LastNameFirstNameMI_mmddyy
WLEA Step 1 Grievance Response	WLEA1_RSP_LastNameFirstNameMI_mmddyy
WLEA Step 2 Grievance Filed by Employee	WLEA2_LastNameFirstNameMI_mmddyy
WLEA Step 2 Grievance Response	WLEA2_RSP_LastNameFirstNameMI_mmddyy
WLEA Step 3 Grievance Filed by Employee	WLEA3_LastNameFirstNameMI_mmddyy
WLEA Step 3 Grievance Response	WLEA3_RSP_LastNameFirstNameMI_mmddyy
WERC Appeal by Employee	WERC_LastNameFirstNameMI_mmddyy
WERC Proposed Decision	WERC_PROP_LastNameFirstNameMI_mmddyy
WERC Final Decision	WERC_FINAL_LastNameFirstNameMI_mmddyy

1. Click **Choose File** and select the document to upload
2. Click **Upload**



3. Click **OK**



## Grievance Tracking

### 4. Click Return

### Add Document

[Help](#)

Grievance ID 0000002783

Document Effective Date 10/07/2025

\*Grievance Step 001

Comment

[Return](#)

Attached File 

The document is now part of the grievance record:

Grievance		Grievance Steps		Documents	
Grievance ID	0000002783	Total Grievances:	1		
Grievance Date	09/22/2025	Type	Termination	Status	Closed
Grievance Documents					
Document Effective Date	Grievance Step	Attached File		View	Comments
10/07/2025	001				
<a href="#">Add Document</a>					

The document and the comments can be viewed directly from this page. Up to 12 documents may be added to a single Grievance ID. The documents will not be uploaded to an employee's p-file

**NOTE:** If a grievance document needs to be deleted for any reason, a JIRA ticket must be submitted to delete the record. Follow your agency's procedure regarding submitting a JIRA ticket. It is important not to leave the erroneous document in PeopleSoft as it will be attached to an employee throughout their career.

## MAKING CHANGES TO A GRIEVANCE IN PEOPLESOFT

### ADDING STEPS

- **STEP 1:** Navigate to the WI Record Grievances page
  1. Navigation: **Workforce Administrator Homepage > Human Resources tile > Person tile**
  2. Click **Grievance & Discipline** dropdown and select **Grievance**  
or
  3. Navigation: **NavBar > Workforce Administration > Labor Administration > WI Record Grievances**
  4. Enter the search criteria
  5. Click **Search**
  
- **STEP 2:** Click on the record within the search results
  - *Note: If only one grievance meets your search criteria, you will be taken directly to the grievance data*
  
- **STEP 3:** Update the overall **Status** and **Status Date** on the Grievance tab

The screenshot displays the 'Grievance' tab in the Peoplesoft system. At the top, there are tabs for 'Grievance', 'Grievance Steps', and 'Documents'. The main form contains the following fields and sections:

- Grievance ID:** 0000002783
- \*Grievance Category:** Adverse Employment Decision (dropdown)
- 50500-2025-0000002783** and **Total Grievances: 1**
- Filed By:** Employee (selected) \* [redacted] **John Smith** (text), Discipline ID [redacted] **Linked Discipline** (text)
- Security:** \*Business Unit: 50500 Administration, \*Department ID: 505P000001 Division of Personnel Mgmt
- \*Grievance Date:** 09/22/2025, **\*Type:** 029 Termination
- Description:** Terminated for job abandonment
- Contract Ref:** [redacted]
- \*Status:** Pending Step 2 (dropdown menu is open, showing options: Appealed To Court, Appealed to WERC, Closed, Pending Step 1, Pending Step 2 (highlighted), Remanded to Agency, WLEA - Pending Step 1, WLEA - Pending Step 2, WLEA - Pending Step 3)
- \*Status Date:** 10/08/2025
- Buttons: Save, Return to Grievance | Grievance Step, Add, Update/Display

## Grievance Tracking

- **STEP 4:** Click the **Grievance Steps** tab to add an additional step to an existing grievance
- **STEP 5:** Click the plus (+) sign to add an additional step

The screenshot shows the 'Grievance Steps' tab for a grievance with ID 0000002783. The status is 'Pending Step 2'. The current step is Step 1, with a date of 09/23/2025. The resolution date is 10/07/2025. The step resolution is 'A11' and the comment is 'Grievance is denied. Just cause to term due to job abandonment'. A table below shows a letter code 'EML' with a date of 09/23/2025. A red box highlights the plus sign icon in the top right corner of the data entry area.

Letter Code	Letter Date
1 EML	09/23/2025

- **STEP 6:** At a minimum, enter the **Grievance Step**. You may choose to save, and return later to enter the remaining information.

The screenshot shows the 'Grievance Steps' tab for the same grievance. The status is 'Pending Step 2'. The current step is Step 2, with a date of 10/08/2025. The resolution date is empty. The step resolution is empty and the comment is empty. A table below shows a letter code and an empty date. A red box highlights the '\*Grievance Step' field containing '002'.

Letter Code	Letter Date
1	

## Grievance Tracking

- **STEP 7:** Update the overall grievance **Status** and **Status Date** on the Grievance tab to “Closed” once a step resolution has been entered
- **STEP 8:** Click **Save**

The screenshot displays the 'Grievance' tab in a web application. At the top, there are three tabs: 'Grievance' (highlighted with a red box), 'Grievance Steps', and 'Documents'. Below the tabs, the following information is visible:

- Grievance ID:** 0000002783
- \*Grievance Category:** Adverse Employment Decision (dropdown menu)
- 50500-2025-0000002783** (ID prefix)
- Total Grievances:** 1

The **Filed By** section includes:

- Employee** (selected)
- Union**
- \*Employee ID:** [Redacted] (with search icon)
- John Smith** (Name)
- Discipline ID:** [Redacted] (with search icon)
- [Linked Discipline](#)

The **Security** section includes:

- \*Business Unit:** 50500 (with search icon) Administration
- \*Department ID:** 505P000001 (with search icon) Division of Personnel Mgmt

The **\*Grievance Date:** 09/22/2025 (calendar icon)

The **\*Type:** 029 (with search icon) Termination

**Description:** Terminated for job abandonment (text area)

**Contract Ref:** [Redacted]

The **\*Status:** Pending Step 2 (dropdown menu) is highlighted with a red box. The dropdown menu is open, showing the following options:

- Appealed To Court
- Appealed to WERC
- Closed** (highlighted in blue)
- Pending Step 1
- Pending Step 2
- Remanded to Agency
- WLEA - Pending Step 1
- WLEA - Pending Step 2
- WLEA - Pending Step 3

The **\*Status Date:** 10/08/2025 (calendar icon) is also highlighted with a red box.

At the bottom left, the **Save** button is highlighted with a red box. Below it, the text 'Return to Grievance | Grievance Step' is visible.

At the bottom right, there are buttons for **Add** and **Update/Display**.

## DELETIONS

- **STEP 1:** Navigate to the WI Record Grievances page
  1. Navigation: **Workforce Administrator Homepage > Human Resources tile > Person tile**
  2. Click **Grievance & Discipline** dropdown and select **Grievance**  
or
  3. Navigation: **NavBar > Workforce Administration > Labor Administration > WI Record Grievances**
  4. Enter the search criteria
  5. Click **Search**
- **STEP 2:** Click on the record within the search results
  - *Note: If only one grievance meets your search criteria, you will be taken directly to the grievance data*
- **STEP 3:** Navigate to the grievance row to be deleted by clicking the arrows at the top of the page
- **STEP 4:** Click the minus (-) button to delete the row

The screenshot shows a web application interface for 'Grievance Steps'. At the top, there are tabs for 'Grievance', 'Grievance Steps' (which is selected and highlighted with a red box), and 'Documents'. Below the tabs, the following information is displayed: 'Grievance ID 0000002783', 'Grievance Date 09/22/2025', 'Grievance Type Termination', and 'Status Pending Step 2'. A 'Data' section contains search and navigation controls: 'Find | View All | First | 2 of 2 | Last'. The '2 of 2' is highlighted with a red box. Below this are search fields for '\*Grievance Step' (with '002' entered), '\*Action Date' (with '10/08/2025'), 'Resolution Date', and 'Discussed with'. There is also a table for 'Letter Code' and 'Letter Date' with a '1' in the first row. At the bottom, there are fields for 'Step Resolution' and 'Comment'. A minus sign button is highlighted with a red box in the top right corner of the data section.

- **STEP 5:** Confirm the deletion

- Click **OK**

A confirmation dialog box with the text: 'Delete current/selected rows from this page? The delete will occur when the transaction is saved.' Below the text are two buttons: 'OK' (highlighted with a red box) and 'Cancel'.

- Click **Save**

## Grievance Tracking



If there is only one grievance row in *PeopleSoft HCM* for this grievance, it cannot be deleted by an agency. A JIRA ticket must be submitted to delete the record.

To submit a JIRA Ticket, you must be logged into the JIRA system:

<https://all-star.wi.gov/service/portal/1>. You must be an approved user to log into the JIRA system, so please work with someone in your agency who is approved to log into the JIRA system if you are not an approved user.

Once you are logged into the JIRA system, you will be routed to a page that lists several ticket types from which to choose. Select the “Core Human Resources” option and proceed with submitting your ticket request.

Once submitted, your ticket request will be routed to the appropriate DPMC work unit for deletion.

*\*It is important not to leave the erroneous record in PeopleSoft as it will be attached to an employee throughout their career.*

## FAQS

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### Are agencies required to use the grievance tracking functionality?

- Yes, DPM requires agencies to use the grievance tracking functionality.

### Who enters each step of a grievance?

- Agencies will enter non-represented step 1 grievances and WLEA represented step 1 and step 2 grievances.
- DPM will enter non-represented step 2 grievances and WLEA represented step 3 grievances.
- DOA Legal Services will enter WERC, settlement, circuit court, and WLEA represented Arbitration decisions.

### When a step is completed, what should the overall status be?

- The overall status should be changed to “Closed”. If the grievant appeals to an additional step, either DPM (step 2) or the agency (WERC) will update the overall status to “Pending Step 2” or “Appealed to WERC”.
- Note: The grievance functionality does not store the history of the overall status, and only displays the most current status.

### What field does DPM use to track the date they received a Step 2 grievance?

- DPM uses the Action Date on the Step 2 row.

### When should I enter the grievance details into PeopleSoft?

- It is recommended that you enter information on the Grievances tab and add the Step 1 row at the time the grievance is received by the agency. Once Step 1 is resolved, you can go back in and update the overall status to closed and fill in the data for Step 1.
- When DPM receives Step 2 grievances, a record of the Step 1 grievance should be in PeopleSoft. If there isn't a record in PeopleSoft, DPM will reach out to the agency to have them enter it.

### Administrative Information

- This job aid was updated on 5/10/2023 to clarify the entry of WERC, settlement, circuit court, and WLEA represented Arbitration decisions in the grievance module.
- This job aid was updated in January 2024 to include detailed instructions regarding how to submit a JIRA ticket for a deletion request.
- This job aid was updated in March 2026 to update screen shots and grievance types.