



# ERJ Grievance Process

Member seeks resolution to the contract violation with an Inflight Supervisor.



Grievance Representative files a formal grievance with the Company within 30 days of the violation.



Step 1 Grievance Hearing is scheduled within 14 working days of the filing.



The Company must respond to the grievance within 10 working days from the hearing.



The grievance is appealed to Step 2 within 21 working days from the answer to the Step 1 hearing.



The Step 2 Grievance hearing will be scheduled within 30 working days from the date of the Step 2 appeal.



The grievance may be appealed to Grievance Mediation which is held quarterly with a mediator appointed by the National Mediation Board.



If a resolution isn't reached at mediation, the grievance may be appealed to the System Board of Adjustment aka Arbitration.