



Monitored Calls



After hearing from many employees regarding how calls are being monitored, we hope to clear something up with this brief. Rebuttals to monitored calls and Reconsiderations of monitored calls are two different objectionable-response mechanisms.

Let's say you receive a monitored call with what CERs (or Centralized Evaluative Reviewers) have marked as an error. You disagree with that error and maybe your manager does too. If the manager *disagrees*, they should complete what's called a "reconsideration" to CERs. A reconsideration is a write-up stating why the error should not have been charged. (We've heard some employees are doing these for their managers. If that's the case keep a copy for yourself and attach a copy to the call in your drop file. It *can* also serve as your rebuttal.)

If the manager *agrees* with the error cited from CERs and doesn't complete the reconsideration, you still have your rights in the National Agreement under Art. 12 Sec. 9. What does this mean? It means you have the right to request time off the phone so you can view and listen to the call. It also means that you have the right to request

time off the phone for writing your rebuttal. While completing your rebuttal, attach any IRMs or other documents that support your argument to the call. This administrative time should be scheduled no later than 3 workdays after management receives your request.

Remember — Individual monitored calls cannot be grieved because (technically) you haven't been harmed until it affects your appraisal. If the monitored call causes your appraisal to be lowered (and you've submitted a rebuttal), management should retain the call. At this point, we can then argue how it lowered your appraisal. If the call wasn't retained it must be removed from your file and cannot be used against you (on your appraisal). Now that's great news to know! Every situation is different for every employee. We strongly encourage you to speak with any one of our stewards if you have any questions or concerns! - *Chapter 14*

This Month's Reminders!

- Labor Recognition 10/1/2019
- Benefits Open Season 11/11/19
- Review Articles 12, 32 & 34



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