



## REVISED DISPUTE RESOLUTION PROCESS 2006

Over a year ago I wrote an article titled, "Simplified Dispute Resolution." After two year's as Pennsylvania state president and listening to numerous calls from postmasters throughout the country, I have decided to revise and reissue the dispute resolution process. The need is there more than ever. You can use this model to push back properly. I have also enclosed the national dispute resolution log that goes hand in hand with this process.

Please remember that in order to accomplish resolution to problems the importance of clarity, organization and communications is essential. Working with people through the relationships you establish, nurture and cultivate will better help you achieve a win-win outcome.

There are some minor revisions made that will expedite and move the process along quicker. **THIS IS ONLY A GUIDELINE** and may be adapted to better suit your needs. Good luck and remember to document, document, and document!

### REVISED DISPUTE RESOLUTION 2006

1. Postmaster brings problem to POOM to resolve – 7 days.
2. Not resolved – Bring to POOM again – 3 days.
3. Not resolved – To NAPUS State District VP (or Other State Officer) to POOM – 3 days.
4. Not resolved – NAPUS State VP (or Other State Officer) to Senior POOM – 3 days.
5. Not resolved – To NAPUS State President to District Manager – 7 days.
6. Not resolved – NAPUS National Vice President to Area Vice President – 7 Days.
7. Not resolved – NAPUS National Office to resolve with USPS Headquarters.

### DISPUTE RESOLUTION

1. Postmaster contacts their Post Office Operations Manager with the problem – either by phone or in writing (document this) and gives them (7) seven calendar days to resolve. Please keep in mind that this time frame is flexible due to vacations and sick leave etc.
2. Contact your POOM a SECOND TIME in order to give him/her a chance in case it got lost in the shuffle as things often do. Give them (3) three days (to respond to your request with an answer or position). Remember you may not get the answer you want vis-à-vis hiring but you need a response and preferably in writing. If not in writing document the phone conversation.
3. If no resolution is achieved within that time frame then contact your NAPUS District Vice President (or Other State Officer) who is empowered to contact your POOM on your behalf. District VP's are to give the POOM 3 days to resolve the problem.
4. If nothing is accomplished please refer to #2 and seek IMMEDIATE RESOLUTION otherwise...Contact the Senior POOM and allow them to resolve it within 3 days.

5. However, if no resolution is achieved then contact your State President who will then contact the District Manager with the problem. 7 days is a reasonable time frame before the State President goes to the next level.
6. If no resolution is achieved at this level the State President will contact the NAPUS National Vice President to seek resolution with the USPS Area Vice President. Again a reasonable time period of (7) seven days is sufficient to get the job done one way or the other. If no resolution is achieved then the NAPUS National Vice President will contact our national NAPUS officers in Washington D.C. who will in turn contact USPS headquarters for clarification, adjudication and resolution.

It is hoped that the problem, disagreement and dispute will be resolved way before it ever gets to this point but if it does make it's way up this far, we have no idea how long it will take to be resolved.

It is imperative that you document every call, written correspondence, conversation or received memorandum and place it in a case file.

### KEY POINTS TO REMEMBER:

1. **START A FILE** – Prepare a paper synopsis of what you are asking to be resolved. This is the problem you want solved.
2. **RECORD THE DATE, TIME & PERSON** you are bringing the problem to for resolution and any pertinent correspondence received in writing or notes you made during a phone or face to face conversation.
3. **SEND THE FILE UP THE CHAIN** – If you have done 1 & 2 then the District VP, State President, National VP and National Officer will have the pertinent information at their fingertips to assist them in resolving your problem.

It is important for NAPUS State officers and representatives to know the facts, act professionally and present their best honest effort to seek dispute resolution. Only in extreme situations should anything ever reach your NAPUS State President, NAPUS National Vice President or the NAPUS National; Executive Director, Secretary-Treasurer or President.

# NAPUS RESOLUTION LOG

## SECTION A – Chapter President Use

Postmaster Name: \_\_\_\_\_ Post Office Level: \_\_\_\_\_

Post Office Address: \_\_\_\_\_ Post Office Telephone: \_\_\_\_\_

Home Address: \_\_\_\_\_ Home Telephone: \_\_\_\_\_

Chapter President/Designee: \_\_\_\_\_ Telephone: \_\_\_\_\_

ISSUE (Use additional attachments if necessary): \_\_\_\_\_  
\_\_\_\_\_

Discussion Date: \_\_\_\_\_ District: \_\_\_\_\_ Telephone: \_\_\_\_\_

USPS Rep's Name/Title: \_\_\_\_\_

RESPONSE (Use additional attachments if necessary): \_\_\_\_\_  
\_\_\_\_\_

**IF THIS ISSUE IS NOT RESOLVED:  
FORWARD DIRECTLY TO YOUR NAPUS NATIONAL VICE PRESIDENT FOR DISCUSSION AT THE AREA LEVEL**

## SECTION B – National Vice President Use

NAPUS National VP/Designee: \_\_\_\_\_ NAPUS Area #: \_\_\_\_\_

Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

Discussion Date: \_\_\_\_\_ USPS Area: \_\_\_\_\_ Telephone: \_\_\_\_\_

USPS Rep's Name/TITLE: \_\_\_\_\_

RESPONSE (Use additional attachments if necessary): \_\_\_\_\_  
\_\_\_\_\_

**IF THIS ISSUE IS NOT RESOLVED: FORWARD DIRECTLY TO NAPUS EXECUTIVE DIRECTOR, 8 HERBERT ST,  
ALEXANDRIA VA 22305-2600 OR CALL 703-683-9027 OR FAX 703-683-6820**

## SECTION C – NAPUS NATIONAL OFFICE USE

Discussion Date: \_\_\_\_\_

NAPUS Rep: \_\_\_\_\_

USPS Hdqs Rep's Name/Title: \_\_\_\_\_

RESPONSE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

STATE AND AREA REPRESENTATIVES NOTIFIED OF **FINAL RESOLUTION**:

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*