Greetings,

We are sorry to hear that you have been called in for an Investigatory Meeting with Compass InFlight. Having just learned of your situation, we wanted to provide you with the following information As Soon as Possible to help you prepare for your upcoming meeting with InFlight management.

**AFA Compass Grievance Representation is available for your meeting, but is dependent on your immediate actions and probationary status:**

- AFA Representation at an ‘In Person’ or ‘Over the Phone’ Investigatory Meeting is available to any Compass Flight Attendant who is not on probation. Sometimes InFlight will notify flight attendants by email about discipline issues. If you wish to have a meeting because you do not agree with what the email contains or wish to argue your case as to why it should not be considered a potential discipline, you can request a meeting with InFlight.
- You are responsible for contacting the Grievance Committee to secure representation. You can use the Grievance Committee Quick Submit Form to request assistance, or you can find a list of AFA Compass Grievance Reps on the AFA Compass Committee Roster. The roster and form can be found at https://www.afacompass.org under Contact Us.
- Availability of AFA Compass Grievance Reps is dependent on one being available at the time of your meeting.

**What the AFA Compass Grievance Committee recommends you do right away:**

- If you have an ‘In Person’ meeting with a supervisor: As Soon as Possible, contact the Grievance Reps directly to see if anyone is available for your Investigatory Meeting. InFlight will not contact them for you.
- InFlight is not required, nor ever has, supplied AFA Compass with advance notice of upcoming investigatory meetings with Flight Attendants or provided advance statements of dependability issues, MFAs, accusations or evidence supporting potential disciplines. The only thing that InFlight is required to supply to AFA Compass is the outcome notification if any type of discipline is issued following investigatory meetings.
- Contacting us ‘As Soon as Possible’ provides you with the best opportunity to have a Grievance Representative present at your meeting. Time is of the essence. Provide us with as much time as possible to try and schedule your representation. Call the reps directly or use the Representation Contact Form to expedite the process. Using these avenues will save you and your case valuable time.
- A Grievance Rep can attend your investigation meeting in person or via telephone conference calling. Do not limit your choices by who is in your base or the location of the meeting. With Compass bases spread across the country, phone conferencing is common.
- If a Grievance Representative is available, be prepared in advance of the meeting to supply them with a complete and totally honest explanation of why you think you are being called in. This is your chance to tell your advocate, confidentially, your side of the story. Be as thorough as possible. Do not hold out anything. Grievance Reps can do little for Flight Attendants if they do not know the whole story. If a written statement is requested, an electronic statement is best. Handwriting can be problematic if illegible. Please use .doc, .rtf or .pdf file format if you are providing a written statement. Save any documentation that you received from the company and provide copies to your rep if requested. All of this information will be necessary if filing a formal grievance is a consideration following the investigatory meeting.
- Some ‘In Person’ investigatory meetings no longer take place with Compass InFlight. InFlight may send you an email instead of scheduling an ‘In Person’ meeting. The email might state that you had 4 occurrences in a rolling 12 month period or that you have an MFA. If you agree to their finding, a return email agreeing with what InFlight said occurred, can bypass the “In Person” meeting. If you disagree, you can have a meeting scheduled to defend your case.

**If a Grievance Rep is not available for your scheduled meeting, you have the following options:**
Go to the meeting with another FA who has agreed to be your witness and take notes.

Request that InFlight reschedule your meeting for a time when a Grievance Rep is available. (This change in meeting time and date might not be granted.)

Go into the meeting alone.

There are times when we do not have enough volunteer Grievance Reps available. Please keep that in mind when requesting one. Grievance Reps are Compass Flight Attendants willing to volunteer their time. They need to fly to make a living. Their plates are full. Until more Compass FAs step forward and volunteer to be trained as grievance representatives, there will always be the chance that someone will not be available.

**How Investigatory Meetings are typically conducted by Compass InFlight:**

- The letter calling you in often tells you, or provides clues, as to what the meeting is about.
- An average meeting can take from 15 to 30 minutes. You will meet with at least one InFlight Supervisor. On rare occasions you might meet with someone from a different department of Compass.
- InFlight will tell you that your meeting is confidential (except for your AFA Grievance Rep and/or ‘volunteer witness’ attending the meeting. InFlight will confirm your current contact information. InFlight will lay out the reason(s) for the meeting and will ask you questions concerning the situation directly. They will also ask if you have anything that you would like to tell them, or add, before they complete their investigation. You may follow up with an email to InFlight quickly after the meeting if you think of something that you wish you had offered. If you have a Grievance Rep at the meeting, you should discuss any possible follow up with them before sending it in.

**Whether you go to your meeting with a Grievance Rep, with another Compass flight attendant as a witness, or alone, we highly recommend that you do the following:**

- Compass has a number of policies that are on your tablet and the Compass intranet site (www.compassairline.com > Departments > Inflight > Publications) that deal with different aspects and expectations the company has regarding the Compass flight Attendant position. These policies are in place, and were not replaced by the AFA contract. Each policy may contain a list of possible disciplinary occurrences if not adhered to. Examples of such Policies: Dependability Policy, Code of Conduct Policy, Jump Seat Policy, Commuter Policy, Dress Code, etc. Review the policy(s) that you believe are the basis of why you are being called in. You will probably be asked questions about them.
- Arrive for the meeting early.
- Dress for business if you are on your own time and not in uniform.
- Answer all of the questions honestly. If you do not remember something, say that you do not remember. Do not make anything up. Getting caught in an untruth is the surest way to have future appeals of your case thrown out if it develops into a formal grievance.
- Keep your answers short and succinct. Answer only what is asked. Do not expand on your answers. These three tips are very important and will help prevent the company from asking follow up questions that they might not have planned on.
- Check IOCC and your pay stubs for your last 24 calendar months (as best you can) and write down all of your sick calls and MFAs (if there are any) and their date(s). Occurrences will appear as ‘sck’, ‘mfa’ or ‘nos’. Being prepared and knowing exactly where you stand with your occurrences will be help in double checking and verifying the ones that InFlight will bring to the table at your meeting.
- Sick occurrences that are tracked as part of the dependability policy fall off after 12 months. Other occurrences, such as MFAs can come into play over 24 months.
- Specific knowledge of your occurrences can be useful even in non-dependability meetings. For example: Good attendance shows a commitment to the job. Conversely, if you are showing some dependability issues, it helps you and your rep prepare a strategy for addressing them.
- Maintain your composure and always take the high road. Apologize - even if you do not think you should. With some of our past cases, apologize have proved helpful in mitigating the outcomes.
If you have ‘job well done cards, complimentary letters or company commendations, make sure you mention them and bring copies if you are able.

If the purpose of the meeting might be the result of an issue that occurred as a lack of follow up or was directly created by the company or vendor actions, document ahead of time the steps that you took to eliminate the issue at hand and how the company/vendor did or did not resolve the issue and should take the responsibility.

Very Important: As soon as possible, following the meeting, write down everything that you and your witness can remember that was discussed. These notes will be beneficial later if this becomes a formal grievance. If you think of something later, add that to your notes and let your Grievance Rep know. Your information is the most crucial element in defending you.

The Investigatory Meeting is over. Now what?

You will receive a determination letter by the company at the conclusion of their investigation. Do not expect an immediate answer from InFlight regarding your status or their findings. It can take from one day to several days before they will get back to you. If a discipline is issued, you will receive a formal letter of discipline by courier. It will be mailed to your address on file with the company or the updated address you provided InFlight during the Investigatory Meeting.

Monitor your schedule on IOCC to see if you have been removed from any trips pending the investigations’ outcome, or have been reinstated to any flying that you might have been dropped from.

Once you have received the determination letter, and if you feel the discipline is not justified, you have 14 days to file a disciplinary grievance. The 14 days begins with the date shown on the letter sent to you. If you wish to challenge the discipline, you must act quickly. The grievance needs to be drawn up, processed by the Compass AFA legal department, and presented, in person to InFlight, by an MEC Officer or the Grievance Chairperson. No Disciplinary Grievance can be filed after 14 days, per the contract. Not every situation calls for a formal grievance to be filed. That is something that can be discussed with your grievance representative in consultation with the AFA Compass MEC Grievance Chair. Please visit https://www.afacompass.org and review what qualifies as a grievance and what does not.

Further information regarding grievances can be found on our web site:

- On the Grievance Committee Page