Alternative Dispute Resolution: Mediation, Arbitration, and Non-Union Grievance Procedures – A Research Analysis and Research Agenda

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EXECUTIVE SUMMARY

The scope of this paper encompasses an analysis of the research that is still needed in particular arenas and sectors of the economy concerning nonunion grievance procedures, with strategic attention to the most significant issue in that area at the operating level of individual firms and companies, academic institutions, multinational enterprises, and nonprofit organizations – that is, the procedural requirements with respect to the processing of employees' grievances from an organizational due process perspective.

Keywords: Grievance procedures, Organizational due process, Employee rights