

CWA LOCAL 3645

Date: Nov 11, 2022 **TO:** CWA Local 3645 Members
From: CWA Local 3645 **Subject:** System Board Hearings

On November 9, 2022, CWA Local 3645 held the System Board of Appeal in CLT.

An agent from CLT was appealing a termination for dependability. The Company argued that the agent had reached the maximum points allowed. The agent claimed they had some illnesses that required them to leave work early and call out sick and asked the Board to spare them mercy. Agent had 1/5 years of seniority. After reviewing all the facts, the Board ruled the termination was for just cause.

An agent from CLT was appealing a level 2 for insubordination. The Company stated the employee was asked to push wheelchairs and the employee refused to do so. The manager testified the employee said it was not their job to push wheelchairs, it was prospects job. The employee said that they did not say that and the manager was lying. When asked if the employee ended up pushing the wheelchair, the testimony proved that the manager had to push the wheelchair. After reviewing all the facts presented, the Board ruled to uphold the level 2.

In Solidarity,

Donielle Prophete – President

Darryle Williams PhD - Executive Vice President

Douglas Christian - Vice President

Shaquelle Baker - Secretary /Treasurer