**38.2.1** **Grievance:** Any dispute which involves the interpretation or application of the terms of this Agreement and ~~those rules, regulations, and resolutions~~ **all pertinent City policies, ordinances, administrative regulations and past practices.** ~~which have been or may hereafter be adopted by the City Council, Board of Library Trustees, and Rent Board to govern personnel practices and working conditions, including such rules, regulations and resolutions as may be adopted by the City Council, Board of Library Trustees and Rent Board to effect Memorandum Agreements which result from the meeting and conferring process~~. The grievance procedure outlined herein shall be the sole formal mechanism for resolving disputes or complaints of unit members.