Complaint Procedures
v9.1

August 30, 2011

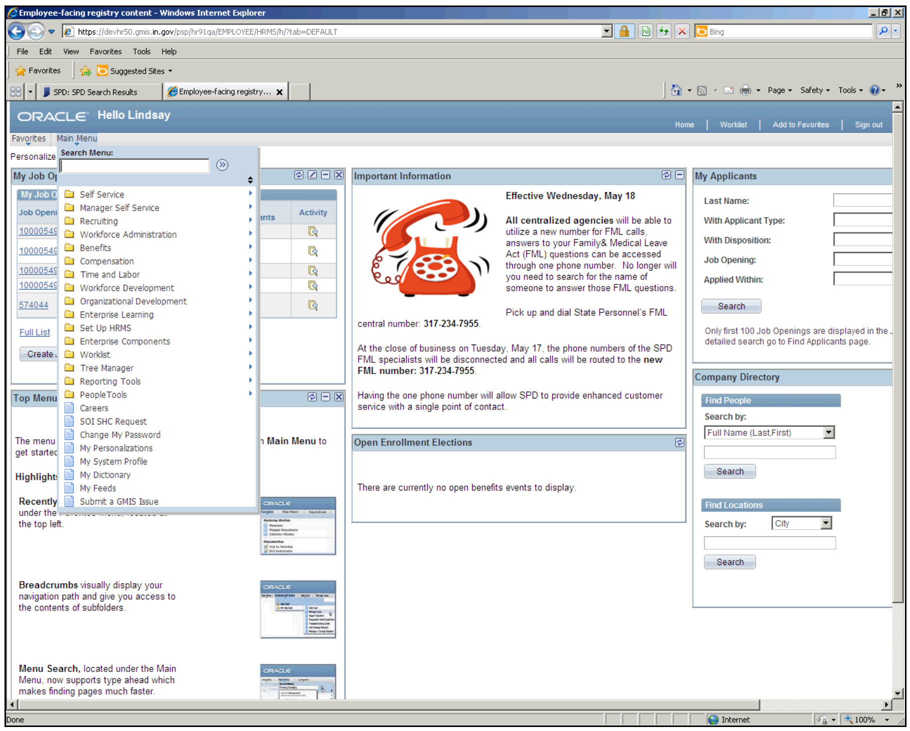
COPYRIGHT & TRADEMARKS

Table of Contents

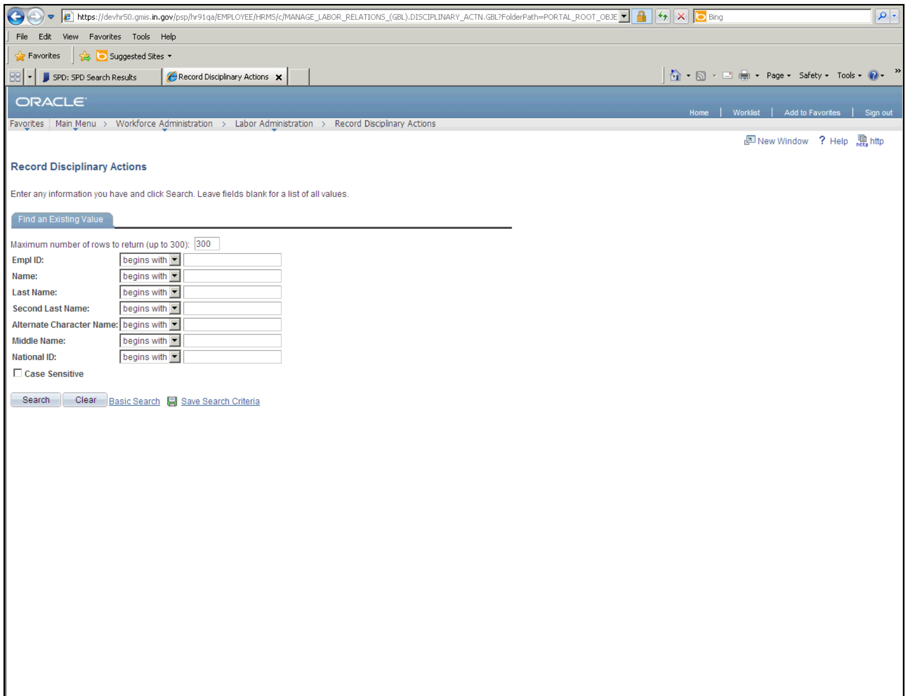
Complaint Procedures 9.1

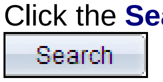
Record Disciplinary Actions

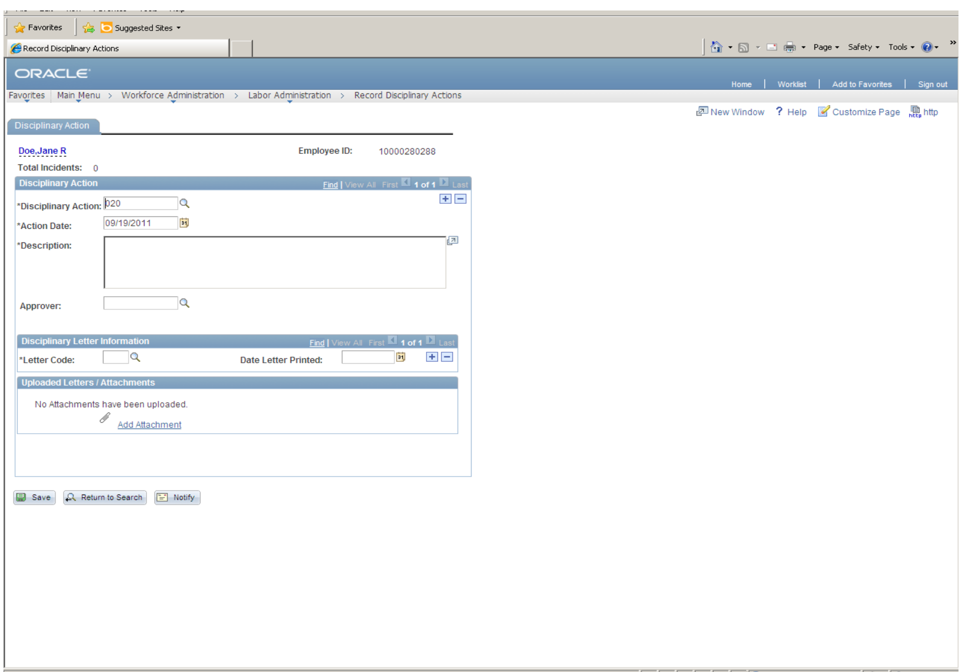
Procedure



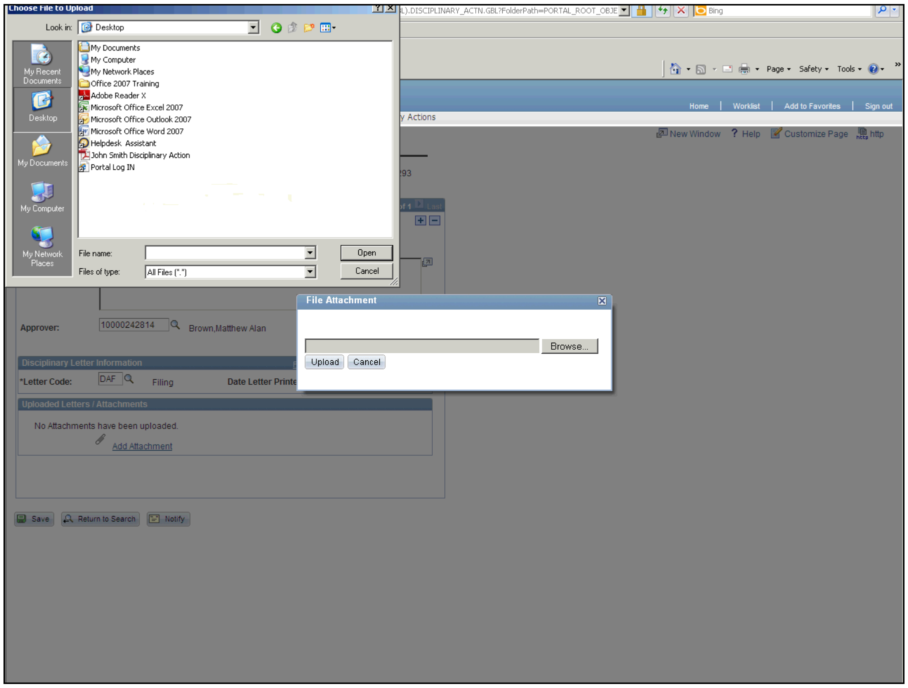
Step	Action
1.	Click the **Main Menu** button. Main Menu
2.	Point to the **Workforce Administration** menu.
3.	Point to the **Labor Administration** menu.
4.	Click the **Record Disciplinary Actions** menu. Record Disciplinary Actions

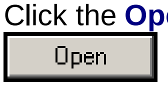


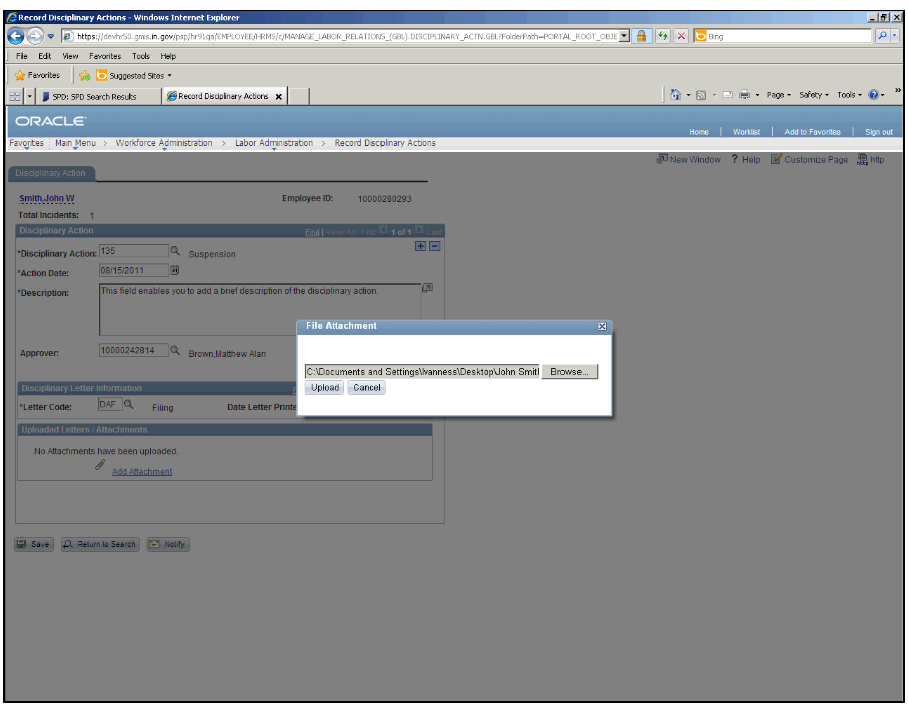
Step	Action
5.	Locate the employee by either the employee ID or by first and/or last name.
6.	Click the **Search** button. 
7.	The **Disciplinary Action** page enables you to record disciplinary actions.

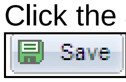


Step	Action
8.	Next you will need to add the **Disciplinary Action.** This field enables you to record each step in the disciplinary process.
9.	You may choose among the following options: -Dismissal -Suspension -Demotion -Discipline The "Discipline" option is to be used for any disciplinary action not otherwise included as an option (e.g. Reprimand).
10.	The **Action Date** field should contain the date in which the disciplinary action was issued.
11.	Click in the **Description** field. This **Description Field** enables you to enter a brief description of the disciplinary action.
12.	Click in the **Approver** field. The **Approver Field** should record the Employee ID for whoever issued the disciplinary action. You can type in the Approver EmplID or use the **Look Up** feature to locate the information.
13.	Next you will need to add the **Letter Code**. This field enables you to record the Disciplinary Letter Information.
14.	You may choose among the following options: -Disciplinary Action Filing (When the discipline is issued) -Disciplinary Action Resolution (If the discipline is altered)
15.	Enter the **Date Letter Printed**. The date here follows the date of either the issuance or the alteration of the disciplinary action. You can enter the date directly or choose the calendar feature for assistance.
16.	Next, add an attachment by clicking the **Add Attachment** link. Add Attachment
17.	Click the **Browse** button. Browse...



Step	Action
18.	Select the file you wish to upload (should always be the disciplinary action).
19.	Click the **Open** button. 

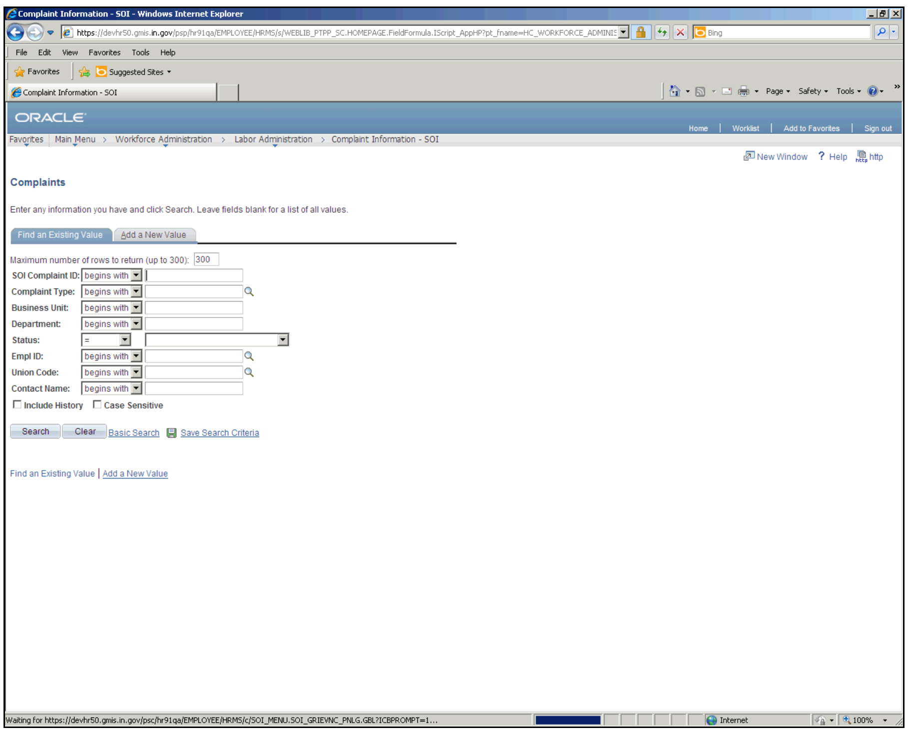


Step	Action
20.	Click the **Upload** button. 
21.	You have now completed the Filing and Resolution **Disciplinary Letter Information** for one Disciplinary action. You can view all the records for an employee at one time by clicking **View All.**
22.	After you have expanded the rows you can see both the Filing and the Resolution listed for this specific disciplinary action.
23.	If you need to add another disciplinary action, continue to add rows. Click the **Plus Sign** button. 
24.	Notice that the **Total Incidents** number has increased from 1 to 2. Continue to add rows and follow the same sequence of steps for each new disciplinary action.
25.	Click the **Save** button. 
26.	**End of Procedure.**

Procedure for Adding Complaint

Procedure

Step	Action
1.	Click the **Main Menu** button. Main Menu
2.	Point to the **Workforce Administration** menu.
3.	Point to the **Labor Administration** menu.
4.	Click the **Complaint Information - SOI** menu. Complaint Information - SOI



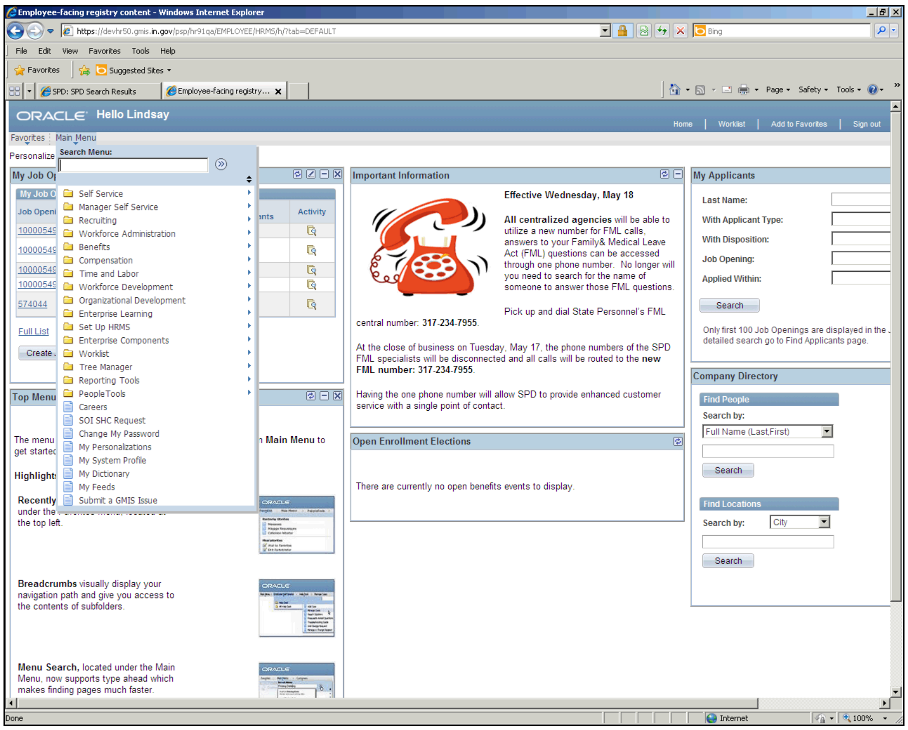
Step	Action
5.	Click the **Add a New Value** tab. Add a New Value
6.	Click the **Add** button. Add
7.	The **SOI Complaints** page enables you to add a new complaint into the system.

Step	Action
8.	Enter the **Employee ID**. This field enables you to add the employee who filed the complaint. You can either enter the **Employee ID** directly or use the magnifying glass to locate the employee. Once you add the Employee ID, the employee's information will populate.
9.	Next, you will need to add the **Date Complaint Filed** information. This field should record the date the employee filed his/her complaint at Step 1. Click in the **Date Complaint Filed** field. 09/12/2011
10.	The next step is to add the **Complaint Type**. You can search using the magnifying glass lookup feature to view the following choices: -Demotion -Dismissal -Law, Rule, Policy -Suspension -Transfer -Discipline The "Discipline" option is to be used for any disciplinary action not otherwise included as an option (e.g. Reprimand).
11.	The **Agency Complaint Number** field is optional. This field allows individual agencies to continue tracking complaints using their own tracking methodology.
12.	The next step is to add the **Description**. This field enables you to enter a brief description of the employee's complaint (e.g. *"[Employee Name] believes s/he should not have been terminated because a less severe disciplinary action would have been fairer*").
13.	The **Status** field allows you to select the current status of the complaint, through a drop-down menu, among the following: -Appealed -Dismissed -Pending -Rejected -Settled -Upheld -Withdrawn This field is fluid and should be updated whenever the status of the complaint changes.
14.	The **Assigned To** field is reserved for Step 2 and only allows an SPD-Employee Relations employee to be selected.
15.	Click the **Save** button. Save

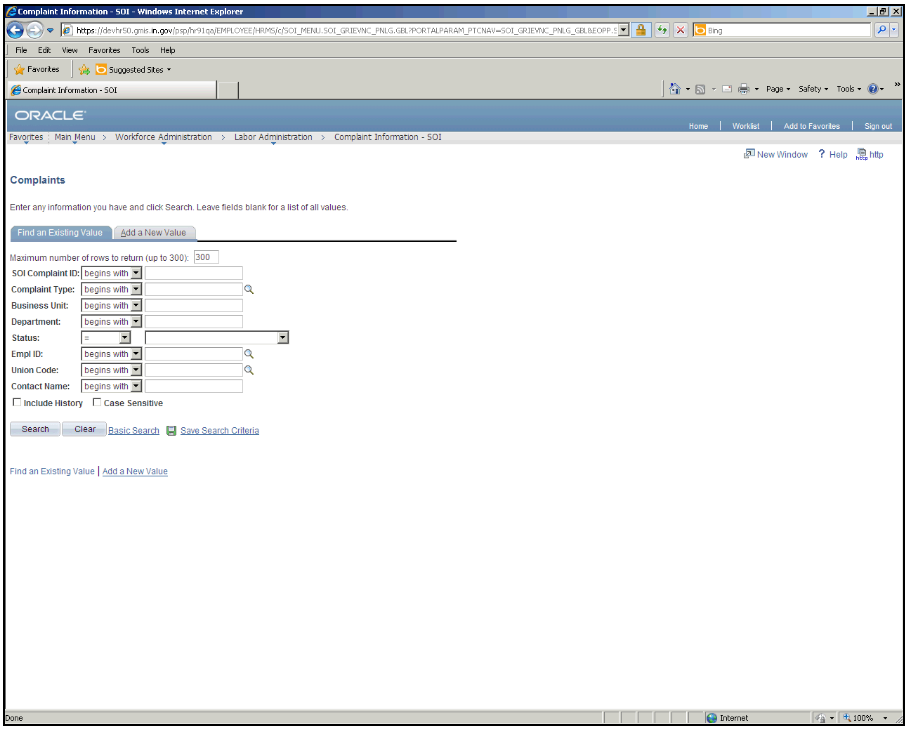
Step	Action
16.	**End of Procedure.**

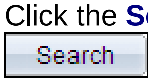
Recording Complaint Steps

Procedure

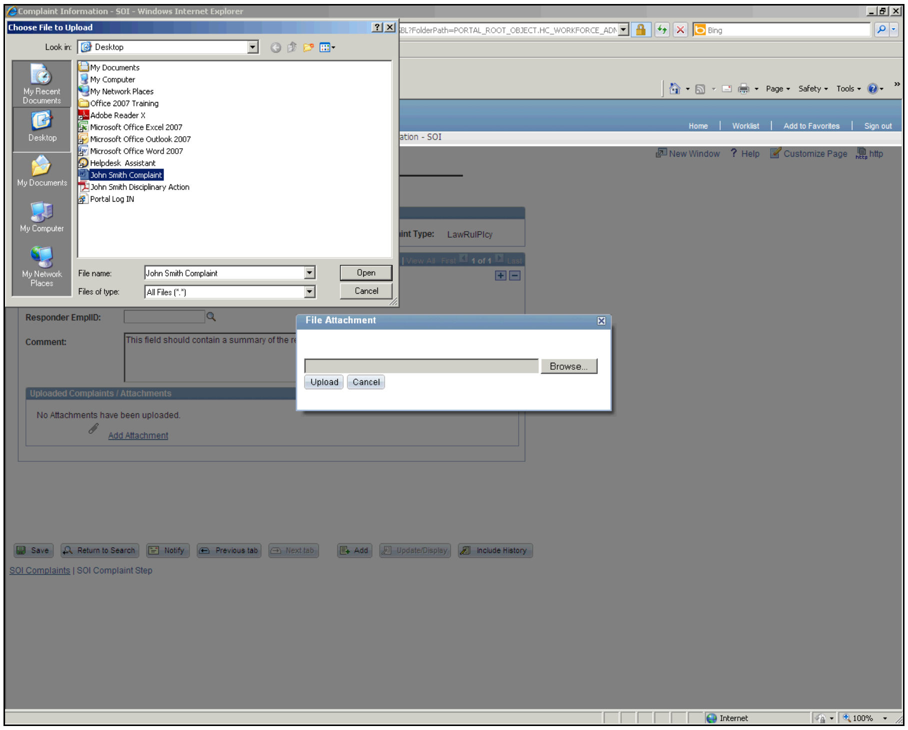


Step	Action
1.	Click the **Main Menu** button. Main Menu
2.	Point to the **Workforce Administration** menu.
3.	Point to the **Labor Administration** menu.
4.	Click the **Complaint Information - SOI** menu. Complaint Information - SOI

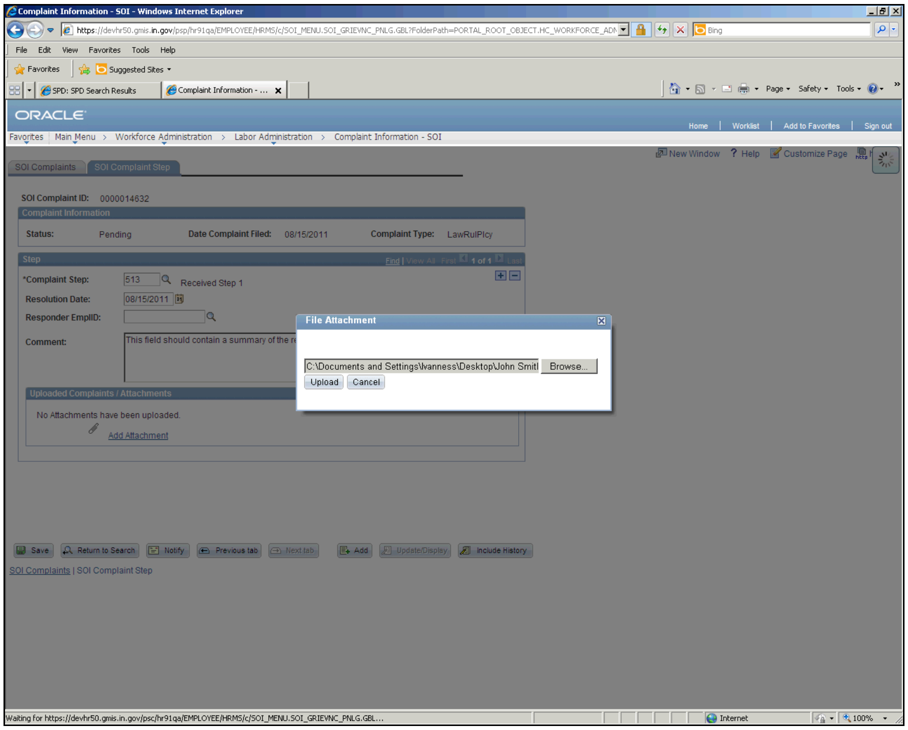


Step	Action
5.	To locate a complaint already recorded, you can search by the employee ID (to locate the employee ID, use the magnifying class located adjacent to the field) or by the SOI Complaint ID.
6.	Click the **Search** button. 
7.	The **SOI Complaint Step** page enables you to record actions taken in response to employee complaints. Click the **SOI Complaint Step** tab. 
8.	Next you will need to add the Complaint Step. This field enables you to record each step in the complaint process. Click in the **Complaint Step** field. 
9.	Click the **Magnifying Glass** button. 

Step	Action
10.	You may choose among the following options: -Received Step 1 -Step 1 Response -Received Step 2 -Step 2 Response -SEAC Final Order
11.	The next step is to add the **Resolution Date.** This field should contain the date on which the recorded step (see **Complaint Step** field) occurs (e.g. Step 1 Response occurred on August 15, 2011, so the date entered would be 8/15/2011).
12.	The **Responder Employee ID** should be of the official who responded to the complaint at the recorded step. This field should only be utilized when recording a **Step 1 Response, Step 2 Response,** and **SEAC Final Orders**.
13.	Click in the **Comment** field. This field should only be utilized when recording the **Step 1 Response, Step 2 Response,** and **SEAC Final Orders.** The comment should contain a summary of the response issued at the recorded step.
14.	Next, you can **add an attachment**. This field should only be utilized when recording **Step 1 Responses, Step 2 Responses**, and **SEAC Final Orders**. For each of those steps, upload a pdf file of the appropriate document (i.e the Step 1 and 2 Responses and SEAC Final Order - any of which may also serve as a settlement/resolution of complaint). Click the **Add Attachment** link. Add Attachment
15.	Click the **Browse** button. Browse...



Step	Action
16.	Select the file you wish to upload (i.e. the complaint, step 1 response, step 2 response, or SEAC final order).
17.	Click the **Open** button. 



Step	Action
18.	Click the **Upload** button. 
19.	Each **Step** should be recorded on its own page. To add a new step/record, you can add a new row. Please repeat the previous steps for each new step you add. Click the **Plus Sign** button to add a new row/record. 
20.	After you have added the row, the **Complaint Step** automatically updates to the next number in succession and advances to the next step. However, you may need to re-select the appropriate step to ensure the record is accurate.
21.	The next step is to add the **Resolution Date.** This field should contain the date on which the recorded step (see **Complaint Step** field) occurs (e.g. Step 1 Response occurred on August 15, 2011, so the date entered would be 8/15/2011). The date of the original entry auto populates so you may not need to update this field.
22.	The **Responder Employee ID** should be of the official who responded to the complaint at the recorded step. This field should only be utilized when recording **Step 1 Responses, Step 2 Responses,** and **SEAC Final Orders**.

Step	Action
23.	You can type in the Responder Employee ID or use the look up feature to locate the information.
24.	Click in the **Comment** field. This field should only be utilized when recording **Step 1 Responses, Step 2 Responses,** and **SEAC Final Orders.** The comment should contain a summary of the response issued at the recorded step.
25.	If you have added additional steps or records, you can view all of them on the same screen. Click the **View All** link. 
26.	Click the **Save** object. 
27.	**End of Procedure.**