

Complaint Procedures v9.1

August 30, 2011



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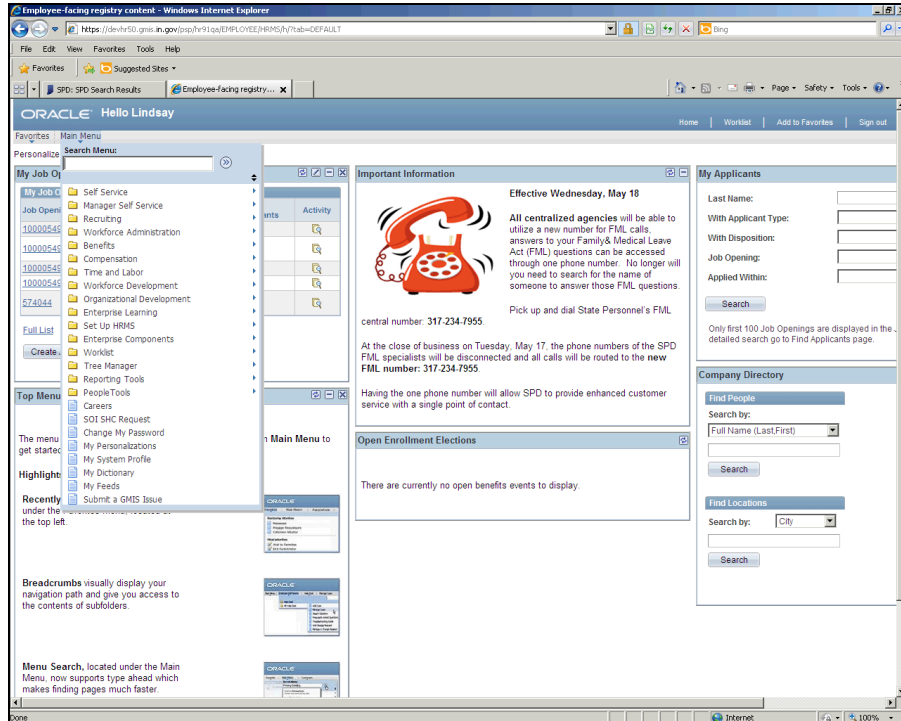
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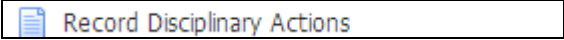
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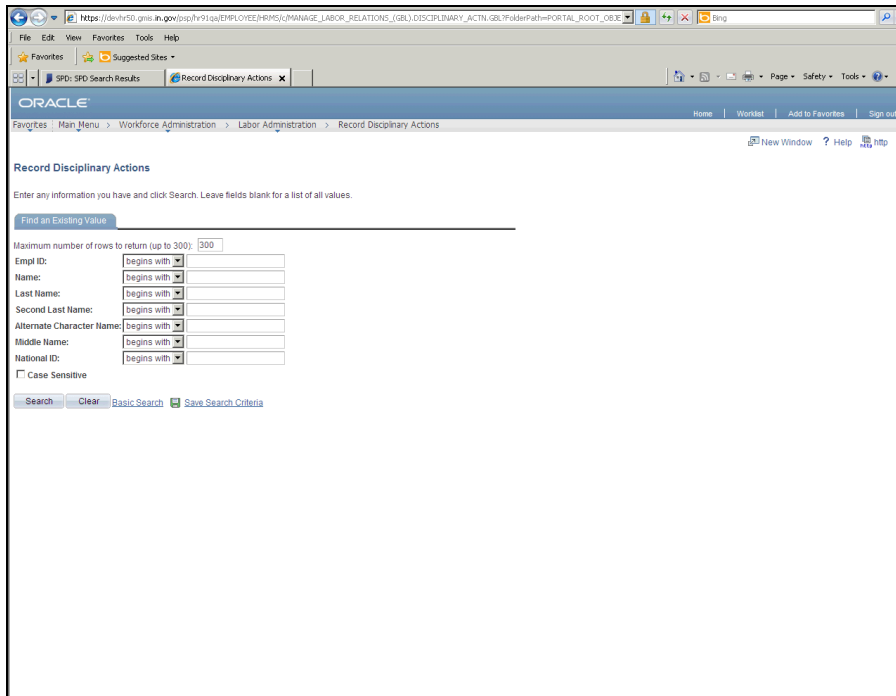
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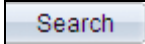
Complaint Procedures 9.1

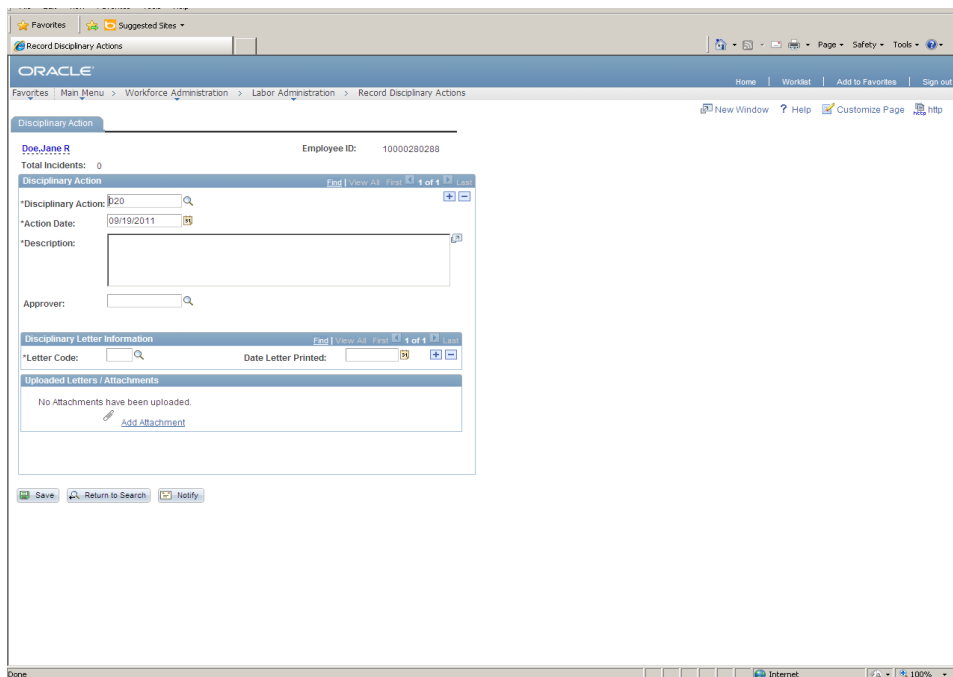
Record Disciplinary Actions Procedure



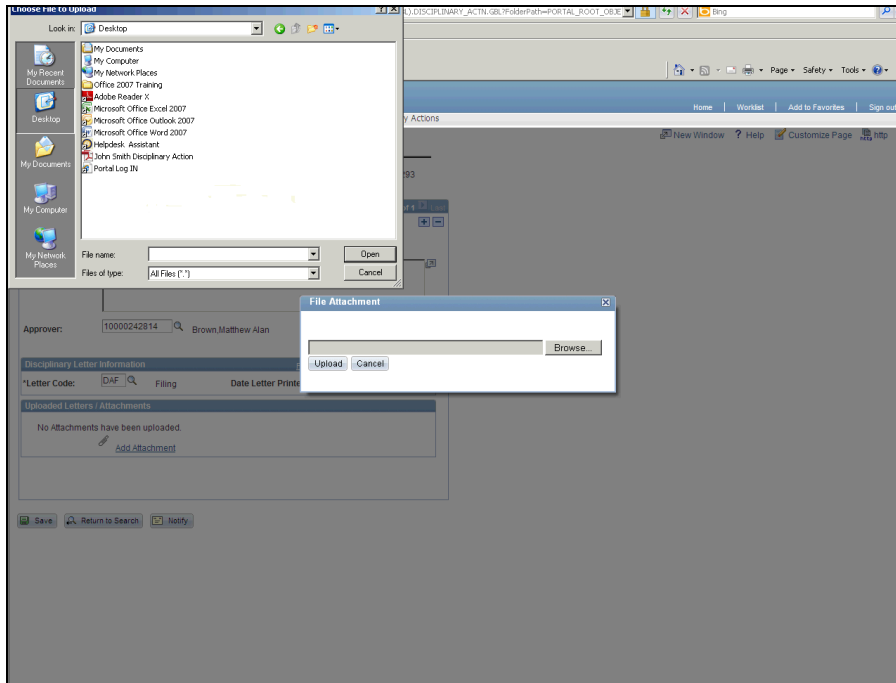
| Step | Action |
|------|--|
| 1. | Click the Main Menu button.  |
| 2. | Point to the Workforce Administration menu. |
| 3. | Point to the Labor Administration menu. |
| 4. | Click the Record Disciplinary Actions menu.  |




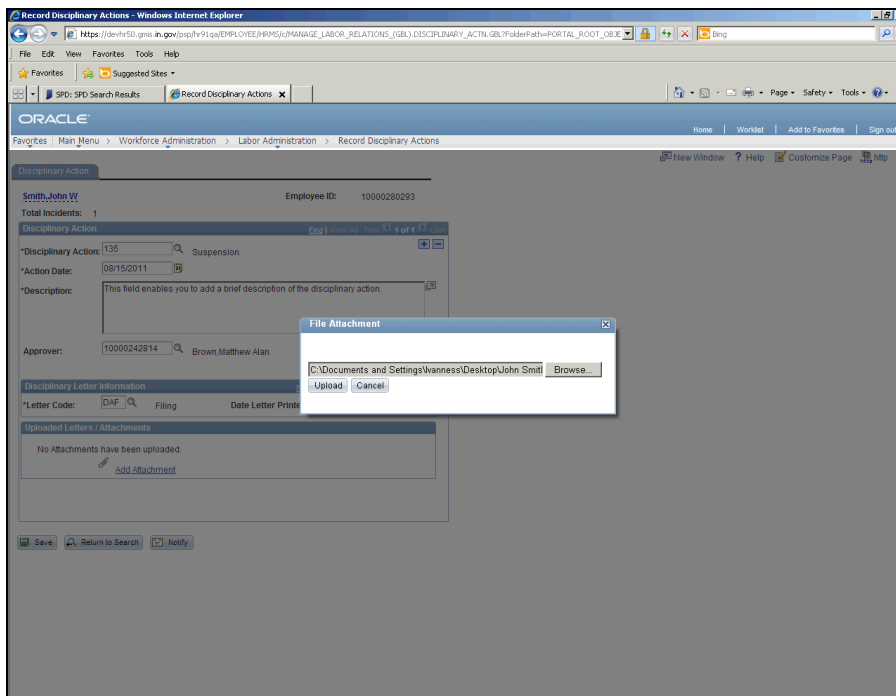
| Step | Action |
|------|--|
| 5. | Locate the employee by either the employee ID or by first and/or last name. |
| 6. | Click the Search button.  |
| 7. | The Disciplinary Action page enables you to record disciplinary actions. |



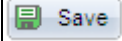


| Step | Action |
|------|---|
| 8. | Next you will need to add the Disciplinary Action . This field enables you to record each step in the disciplinary process. |
| 9. | <p>You may choose among the following options:</p> <ul style="list-style-type: none"> -Dismissal -Suspension -Demotion -Discipline <p>The "Discipline" option is to be used for any disciplinary action not otherwise included as an option (e.g. Reprimand).</p> |
| 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. | <p>You may choose among the following options:</p> <ul style="list-style-type: none"> -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. <input type="button" value="Browse..."/> |




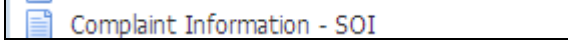
| Step | Action |
|------|--|
| 18. | Select the file you wish to upload (should always be the disciplinary action). |
| 19. | Click the Open button.  |

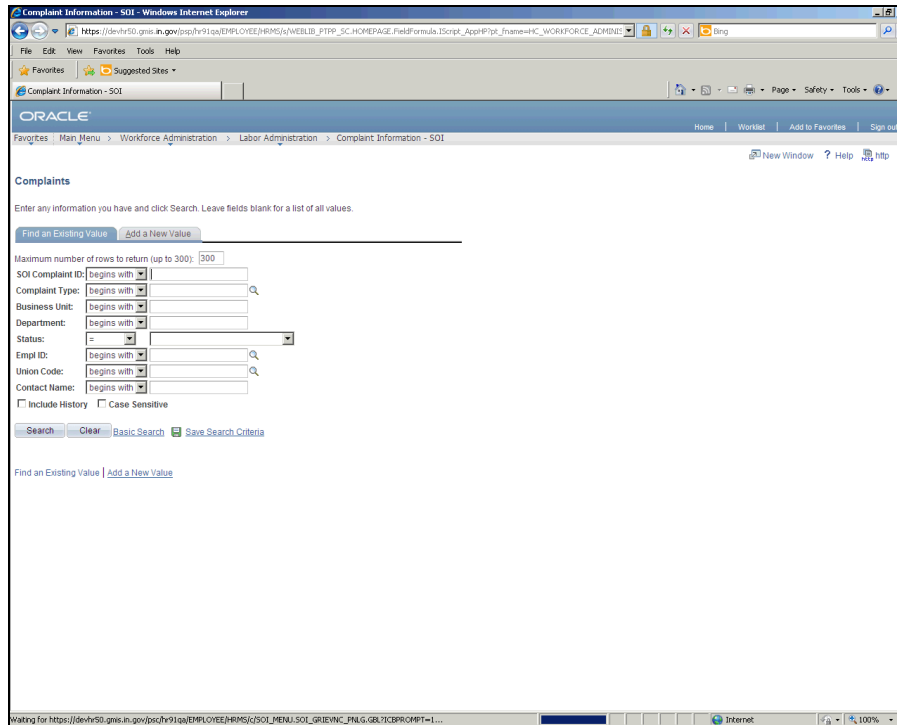


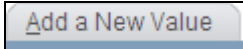
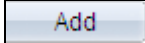
| Step | Action |
|------|--|
| 20. | Click the Upload button.  |
| 21. | You have now completed the Filing and Resolution Disciplinary Letter Information for one Disciplinary action. You can view all the records for an employee at one time by clicking View All . |
| 22. | After you have expanded the 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. |


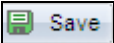
Procedure for Adding Complaint

Procedure

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

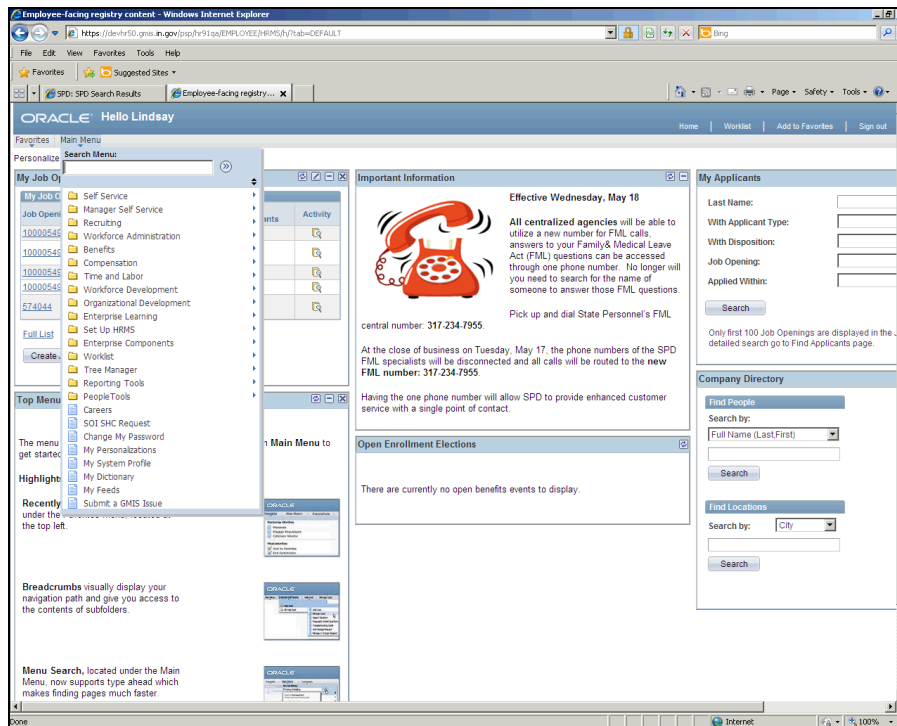


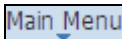
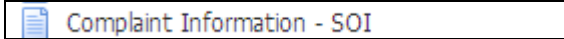
| Step | Action |
|------|--|
| 5. | Click the Add a New Value tab.  |
| 6. | Click the Add button.  |
| 7. | The SOI Complaints page enables you to add a new complaint into the system. |

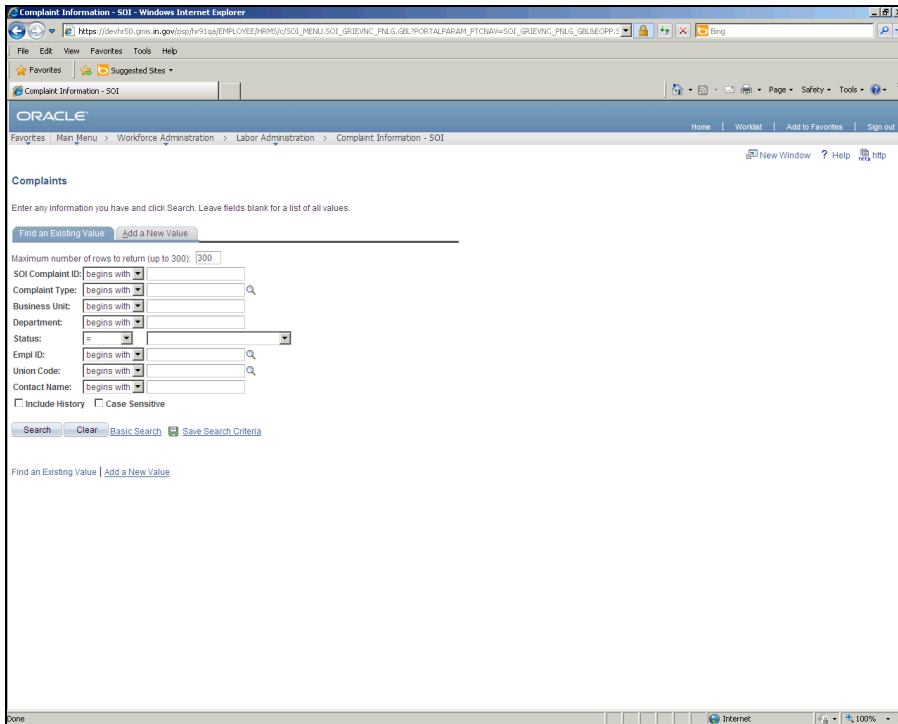
| Step | Action |
|------|--|
| 8. | Enter the Employee ID . This field enables you to add the employee who filed the complaint. You can either enter the Employee ID directly or use the magnifying glass to locate the employee. Once you add the Employee ID, the employee's information will populate. |
| 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.  |
| 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 <u>optional</u> . 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 <u>This field is fluid and should be updated whenever the status of the complaint changes.</u> |
| 14. | The Assigned To field is <u>reserved for Step 2</u> and only allows an SPD-Employee Relations employee to be selected. |
| 15. | Click the Save button.  |

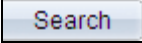
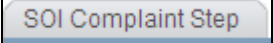


| Step | Action |
|------|-------------------|
| 16. | End of Procedure. |

Recording Complaint Steps Procedure

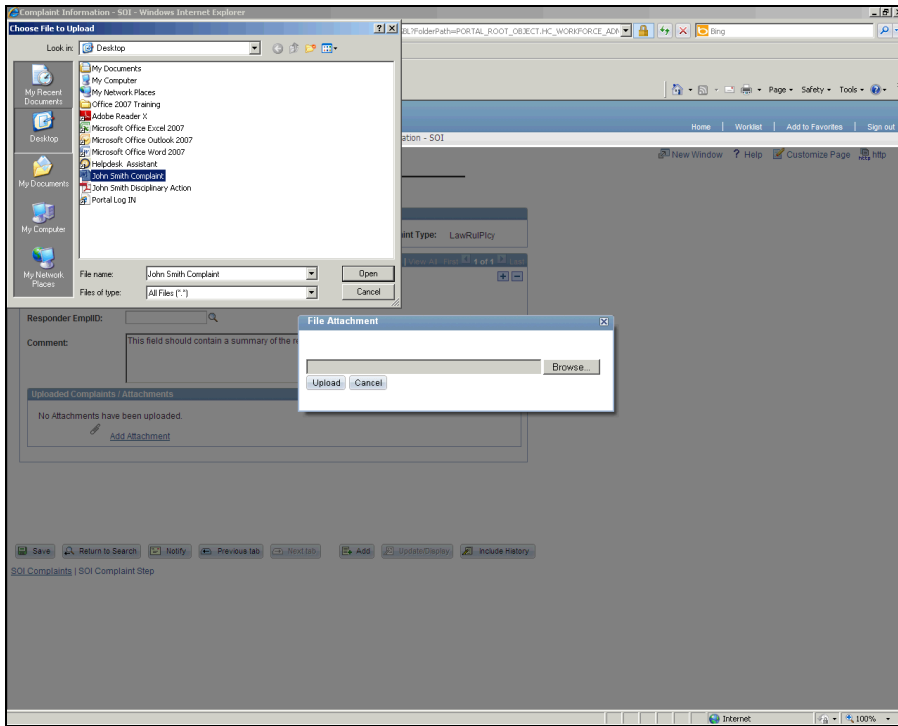


| Step | Action |
|------|---|
| 1. | Click the Main Menu button.  |
| 2. | Point to the Workforce Administration menu. |
| 3. | Point to the Labor Administration menu. |
| 4. | Click the Complaint Information - SOI menu.  |

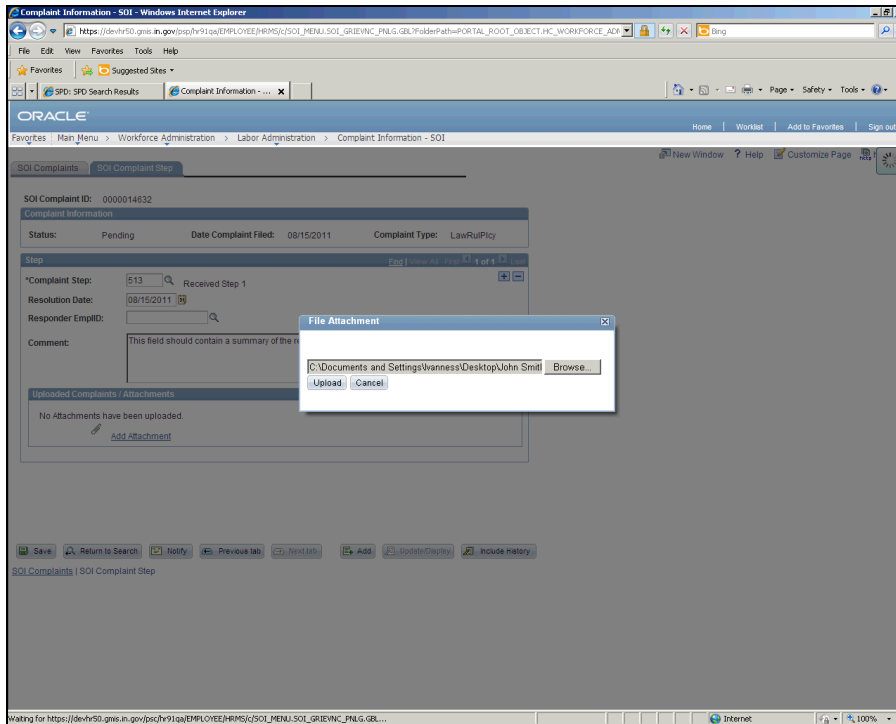




| Step | Action |
|------|--|
| 5. | To locate a complaint already recorded, you can search by the employee ID (to locate the employee ID, use the magnifying glass located adjacent to the field) or by the SOI Complaint ID. |
| 6. | Click the Search button.  |
| 7. | The SOI Complaint Step page enables 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.  |


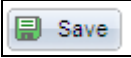
| Step | Action |
|------|--|
| 10. | <p>You may choose among the following options:</p> <ul style="list-style-type: none"> -Received Step 1 -Step 1 Response -Received Step 2 -Step 2 Response -SEAC Final Order |
| 11. | <p>The next step is to add the Resolution Date.</p> <p>This field should contain 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).</p> |
| 12. | <p>The Responder Employee ID should be of the official who responded to the complaint at the recorded step.</p> <p>This field should only be utilized when recording a Step 1 Response, Step 2 Response, and SEAC Final Orders.</p> |
| 13. | <p>Click in the Comment field. This field should only be utilized when recording the Step 1 Response, Step 2 Response, and SEAC Final Orders.</p> <p>The comment should contain a summary of the response issued at the recorded step.</p> |
| 14. | <p>Next, you can add an attachment. This field should only be utilized when recording Step 1 Responses, Step 2 Responses, and SEAC Final Orders.</p> <p>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).</p> <p>Click the Add Attachment link.</p> <p>Add Attachment</p> |
| 15. | <p>Click the Browse button.</p> <p><input type="button" value="Browse..."/></p> |



| 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. <div data-bbox="440 1108 586 1157" style="border: 1px solid black; padding: 2px; display: inline-block;">Open</div> |



| 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. | <p>Click in the Comment field. This field should only be utilized when recording Step 1 Responses, Step 2 Responses, and SEAC Final Orders.</p> <p>The comment should contain a summary of the response issued at the recorded step.</p> |
| 25. | <p>If you have added additional steps or records, you can view all of them on the same screen.</p> <p>Click the View All link.</p>  |
| 26. | <p>Click the Save object.</p>  |
| 27. | End of Procedure. |