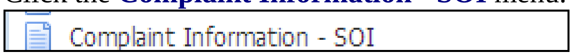
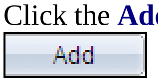
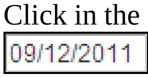
Procedure for adding complaint

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. 
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.
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*").

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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the complaint, through a drop-down menu, among the following: -Appealed -Dismissed -Pending-Rejected -Settled -Upheld -Withdrawn This field is fluid and should be updated whenever the status of the complaint changes.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. 
16.	**End of Procedure.**