
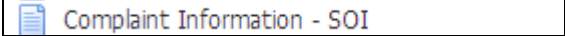
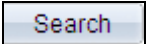
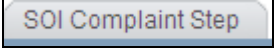




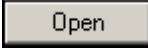



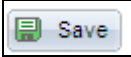


## Recording Complaint Steps

Step	Action
1.	Click the <b>Main Menu</b> button. 
2.	Point to the <b>Workforce Administration</b> menu.
3.	Point to the <b>Labor Administration</b> menu.
4.	Click the <b>Complaint Information - SOI</b> menu. 
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 <b>Search</b> button. 
7.	The <b>SOI Complaint Step</b> page enables you to record actions taken in response to employee complaints.  Click the <b>SOI Complaint Step</b> 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 <b>Complaint Step</b> field. 
9.	Click the <b>Magnifying Glass</b> button. 
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 <b>Resolution Date</b> .  This field should contain the date on which the recorded step (see <b>Complaint Step</b> field) occurs (e.g. Step 1 Response occurred on August 15, 2011, so the date entered would be 8/15/2011).

Step	Action
12.	<p>The <b>Responder Employee ID</b> should be of the official who responded to the complaint at the recorded step.</p> <p>This field should only be utilized when recording <b>Step 1 Responses, Step 2 Responses, and SEAC Final Orders.</b></p>
13.	<p>Click in the <b>Comment</b> field. This field should only be utilized when recording <b>Step 1 Responses, Step 2 Responses, and SEAC Final Orders.</b></p> <p>The comment should contain a summary of the response issued at the recorded step.</p>
14.	<p>Next, you can <b>add an attachment</b>. This field should only be utilized when recording <b>Step 1 Response, Step 2 Response, and SEAC Final Orders.</b></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 <b>Add Attachment</b> link.</p> <p></p>
15.	<p>Click the <b>Browse</b> button.</p> <p></p>
16.	<p>Select the file you wish to upload (i.e. the complaint, step 1 response, step 2 response, or SEAC final order).</p>
17.	<p>Click the <b>Open</b> button.</p> <p></p>
18.	<p>Click the <b>Upload</b> button.</p> <p></p>
19.	<p>Each <b>Step</b> 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.</p> <p>Click the <b>Plus Sign</b> button to add a new row/record.</p> <p></p>
20.	<p>After you have added the row, the <b>Complaint Step</b> 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.</p>
21.	<p>The next step is to add the <b>Resolution Date</b>.</p> <p>This field should contain the date on which the recorded step (see <b>Complaint Step</b> 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.</p>

Step	Action
22.	<p>The <b>Responder Employee ID</b> should be of the official who responded to the complaint at the recorded step.</p> <p>This field should only be utilized when recording <b>Step 1 Responses, Step 2 Responses, and SEAC Final Orders.</b></p>
23.	<p>You can type in the Responder Employee ID or use the look up feature to locate the information.</p>
24.	<p>Click in the <b>Comment</b> field. This field should only be utilized when recording <b>Step 1 Responses, Step 2 Responses, and SEAC Final Orders.</b></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 <b>View All</b> link.</p> 
26.	<p>Click the <b>Save</b> object.</p> 
27.	<p><b>End of Procedure.</b></p>