



# HOW TO DEAL WITH EMPLOYEE COMPLAINTS AND CONCERNS



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CMP1307



## Failing to Act on Employee Complaints

Don't Trivialize Complaints

### Educate Managers Not to Discourage Complaints

Doing So Causes:

- Resentment
- Low Morale
- Low Productivity
- High Turnover

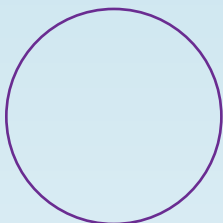
### What Do You Owe Your Employees?

- A safe workplace
- Obey the law
- Fair and equal treatment
- Correct information about their rights
- Reasonable opportunity to have their complaints looked into

- \_\_\_\_\_
- \_\_\_\_\_

### How to Avoid Accusations of Retaliation

- \_\_\_\_\_
- \_\_\_\_\_





## Develop Policies and Procedures for Employee Complaints

### How You React to a Complaint Sets the Tone

#### You Should Treat Every Complaint With:

- Respect
- Understanding

### Formal vs. Informal Complaints

### Code of Ethics

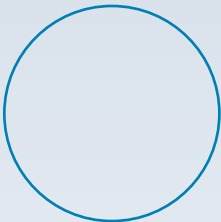
### Employee Handbook

### Multiple Reporting Methods

- Make sure that your employees have several avenues for reporting complaints.
- Make the employees feel safe in reporting concerns.

### Consistency

### Send the Right Message





## Most Common Employee Complaints

Harassment

Discrimination

Theft

Violence

Pay & Working Conditions

**Every Complaint Should Be Investigated**

Different types of complaints require different methods of handling them.





## Impartial Investigation

The investigator should have no personal connection to any of the parties in a complaint.

How do you tell the difference between an employee with a legitimate issue or one who just needs to vent?

### Communication Techniques

### Productive Complaining – Take Every Complaint Seriously

#### The Productive Complaint Process



## Documentation and Follow-up

### Develop a Standard Employee Complaint Form

*Example:*

*Please describe in as much detail as possible the nature of your complaint. Please provide or identify all known people, documents and witnesses to your concerns.*

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*Please describe how the actions you complain of have affected your ability to do your job.*

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*Please describe any positive solutions you believe will help to resolve your concerns.*

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*Please provide any additional comments you would like the company to consider when investigating your complaint.*

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*I declare the facts provided in this complaint are true and accurate pursuant to the penalty of perjury.*

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### Why Document?

#### Myth

Keeping records regarding workplace investigations leads to greater risk, because it makes it challenging to hide the fact that you were aware of an important issue that should have been given more attention.

#### Truth

Complete documentation will be invaluable in the case of any legal action that may arise from the employee complaint. Good documentation by supervisors and managers can mean the difference between a company winning and losing an employment-related lawsuit.

