

Workplace Complaint Issue Cycle Best Practices Guide for Employers

Purpose: Assist and empower supervisors and managers to create a respectful and inclusive work environment by mitigating issues at the lowest possible level prior to, or in lieu of an investigation, when possible.

Intended Users:

Any cabinet agency supervisor, manager, complaint intake staff, or HR professional. Specifically targeted for:

- Supervisor “101” – Persons new to their role or has never addressed workplace issues
- “99 Problems” Supervisor – Persons too busy to prioritize; be thorough; or give proper attention due their own workload demands and other staff needs
- “Seasoned” Supervisor – Persons so familiar with workplace conflict, they over/under estimate the matter with a cookie-cutter approach rather than individualized effort.

Cycle Approach:

<i>6 Cycle Stages</i>	<i>Explanation of Content</i>
Workplace Issue	Describes when and how issues become known to employers
Assess	Describes the decision tree and available courses of action
Acknowledge*	Validate the individual’s concern and document next steps
Resolutions	Initiate appropriate action steps and explore available options
Debrief*	Follow up with affected employees on completion of action step.
Closure*	Assess effectiveness of actions taken and ensure the matter is resolved.

*Ensures a human-centered approach to help build trust and allow the affected individuals to feel valued and respected.

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