

7 steps for handling employee complaints

Employee Complaint Form



Each time HR receives an employee complaint about discrimination or harassment, it should follow these steps—consistently and fairly:

it is defined as
by an individual employee regard

1. **Designate an individual** with responsibility for reacting to complaints and starting investigations.
2. **Have a clear system** for logging the complaint and setting up a tickler file for further action and resolution.
3. **Immediately begin the investigation** by getting details from the employee who complained. Explain what will happen next and urge her to report any further problems right away.
4. **Speak in private** with any potential witnesses as soon as possible. Be sure to take complete notes.
5. **Make a determination** as soon as practical and communicate that decision to the employee. If the accusation seems unfounded, explain that the complaining employee should still report any possible retaliation right away. **Note:** To solve he said/she said arguments, read our white paper, "Investigating Harassment: How to Determine Credibility." Find it online at www.theHRSpecialist.com/whitepaper.
6. **If the complaint was substantiated, fix the problem immediately.** That may mean disciplining those involved in the discrimination or harassment, transferring the guilty party elsewhere or taking some other disciplinary action.
7. **Then educate** co-workers and supervisors about your organization's expectations for workplace behavior.