

DOCUMENTATION - IF IT'S WORTH REMEMBERING; IT'S WORTH WRITING DOWN!

The most common disciplinary error is neglecting to document the facts. Lack of documentation keeps a bad employee longer and loses lawsuits!

Letter of Concern: completed after counseling the employee and is to be kept in the supervisor's file and/or placed in the employee's facility personnel file.

Written Warning: completed prior to counseling the employee and must be placed in the employee's **main** personnel file in the Human Resources Division.

Recording the Facts: to ensure proper documentation always include the following:

1. Date
2. Time
3. Place
4. Remarks - do not analyze or try to interpret the facts. Remarks should include:
 - Description of the incident or the employee's performance or conduct.
 - What is expected in the future.
 - Why we expect the level of performance/conduct.
 - Consequences: "Further violations could result in some form of disciplinary action, up to and including termination of employment.
 - Time frame for improvement: immediate and continuous improvement is expected.
5. Signature - supervisor and employee sign the documentation.

If the employee refuses to sign the documentation:

- Advise the employee that they can submit their statement concerning the incident to the personnel file.
- At the bottom of the documentation write; "The employee refused to sign", then have the employee sign acknowledging that they refused to sign the documentation.
- While the employee is in your presence, have another person of your status or above, sign a statement that they were present and witnessed the fact that the employee refused to sign the documentation.
- Do not give the witness any details concerning the reason for the documentation. Their only purpose is to acknowledge that you attempted to get the employee to sign the document.

After documenting the facts, **follow-up** to ensure that the behavior has been corrected.