

# Respect and Civility in the Workplace

## Supervisor's Checklist



The following checklist guides you through the steps you should take to address a complaint under the Respect and Civility in the Workplace policy. Remember to keep a written record of the complaint and the actions you take.

**STEP 1. Review the Respect and Civility in the Workplace Policy,**  
<https://das.nh.gov/documents/respect/RCWP-POL-AD-SoNH-0002-V1.pdf>

**STEP 2. Talk promptly with the complainant about the issue.**

- Acknowledge that you are taking the complaint seriously.
- Review the Respect and Civility in the Workplace policy with the employee.
- Gain an understanding of the facts of the complaint.
- Identify others you may need to talk with, including witnesses. If the complainant seeks confidentiality, explain that under the Respect and Civility in the Workplace Policy, you have a responsibility to take action to resolve the behavior, which may include talking with other individuals involved.
- Discuss the prohibition on retaliation.

**STEP 3. Immediately ask yourself these 4 questions:**

1. Could the complaint violate the Sexual Harassment Policy (<https://das.nh.gov/hr/sxharas.html>) or potentially involve discrimination based on state or federally protected classes (<https://www.gencourt.state.nh.us/rsa/html/xxxi/354-a/354-a-mrg.htm>)?
  - ◆ If yes, contact your agency HR office immediately. They will refer the complaint to the Division of Personnel to determine whether an investigation is necessary.
  - ◆ If no, continue to question 2.
2. Does the nature of the behavior require that you take immediate action to ensure the safety of employees or prevent damage to property?
  - ◆ If yes, call 911 immediately and then consult with your agency HR office.
  - ◆ If no, continue to the question 3.
3. Is there a possibility that the complaint could lead to disciplinary action?
  - ◆ If yes, contact your agency HR office to determine whether disciplinary action or an investigation is needed.
  - ◆ If no, continue to the question 4.
4. Can you address the issue by using information that you normally access for routine management?
  - ◆ If yes, continue to the next step.
  - ◆ If no, consult with your supervisor or agency HR office to determine next steps.

**STEP 4. Talk with those involved.**

- Gather facts to fully understand the issue.
- Notify all individuals involved that retaliation is prohibited.

**STEP 5. Address the issue.**

- Take appropriate action. This could include corrective feedback, coaching, verbal warning, letter of counsel, changes in job duties or locations, referral to training, and EAP referrals.
- In the event that disciplinary action is warranted (written warning withholding salary increment, disciplinary suspension without pay, disciplinary demotion, dismissal), consult with your HR office before taking action.

**In Need of Assistance? Contact Your HR Office**