

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