At-a-Glance Process for Investigations of Employee Relations (ER) Complaints

INTAKE

Upon receipt, ER <u>complaints</u> receive an initial review for things like timeliness, urgency, need for interim measures (e.g., admin leave), subject matter (e.g., some complaints may be initially received by ER, but, upon review, are referred to a different investigative department)



Complaints may be referred to other investigative units (e.g., UF Police Dept., Title IX, Internal Audit, Research, Privacy), others are referred back to the employing unit for local resolution, others may be addressed via conflict resolution. Not every complaint requires a formal investigation to address or resolve.

Please Note: This is a *simplified* overview of the ER complaint and investigative process. Additional details are available on the <u>ER</u> website, including helpful <u>FAQs</u> and access to the <u>ER complaint form</u>. Employee Relations can address any specific questions relating to the complaint and investigative process. Please contact us!



SCREENED IN FOR INVESTIGATION

After Intake, complaints are assigned to an ER Investigator, who conducts additional initial screening—review of relevant regulations, identification of applicable departmental policies, conduct a screening call with the complainant, if clarification of the complaint or concern is needed.

INVESTIGATIVE REPORTS

Most investigations result in an investigative report or memo, detailing factual findings and whether any policy or regulation violations occurred. Parties may respond to perceived errors or omissions in the report.

However, investigative findings cannot be appealed.



Investigators determine facts and whether regulations or policies were violated. They do not recommend personnel actions (such as counseling, discipline, or termination). Employee Relations works with supervisors to determine what actions, if any, should be taken.



NOTIFICATIONS

Once the ER Investigator has concluded additional screening to assess the complaint, the complainant, respondent, and relevant supervisors/dean/chair/director are notified of the investigation. UF Reg. 1.008 requires UF employees to cooperate of with investigations.



INVESTIGATION

Investigators determine the scope and depth of the investigation. Parties and material witnesses are typically interviewed in person.
Investigations vary in length, depending on the complexity of the issues and the number of people directly involved.



SUBSTANTIATED MISCONDUCT

Employees found to have violated regulations or policies and who receive discipline, may grieve discipline pursuant the process applicable to their classification (e.g., TEAMS, USPS, etc.). Contact ER or visit ER's Disciplinary Processes website, for additional details.