

Problem Solving Summary

Disclaimer

The material contained in this document has been prepared for general reference purposes only and is not intended nor implied to be a substitute for professional legal advice. It is recommended that you contact your Human Resource Department or Deputy Attorney General for agency-specific situations.

Reference

- Idaho Code: 67-5315 ESTABLISHMENT AND ADOPTION OF EMPLOYEE PROBLEM SOLVING AND DUE PROCESS PROCEDURES
- IDAPA 15.04.01.200 PROBLEM-SOLVING AND DUE PROCESS PROCEDURES

Purpose

To provide a formal process to discuss and resolve non-disciplinary job-related matters in the workplace, which are not subject to the appeals process under Idaho Code § 67-5316 and do not require due process.

Important note: Retaliation against an employee for filing under the problem-solving procedure, for participating as a witness, or representative is expressly prohibited.

General Overview

The conflict resolution process of problem solving is available to classified employees with permanent, provisional, or entrance probationary status. This procedure is for any job-related matter except:

- Compensation (except as it applies to alleged inequalities within a particular agency or department)
- Unsatisfactory performance or termination during the entrance probation period
- Items set forth in IC 67-5315(2) (disciplinary dismissals, suspensions, or demotions)
- Involuntary transfers

Problem Solving Procedure

Step 1: Meeting with Immediate Supervisor

An eligible employee should first make a reasonable attempt to meet with and resolve the matter(s) with his or her immediate supervisor.

Step 2: Filing for Problem Solving

An employee should file a problem solving request in writing **no later than (10) working days** after being notified of the action, becoming aware of the issue or problem, or when discussions with the immediate supervisor to resolve the issue have reached an impasse.

Step 3: Meeting with Management Representatives

Agency management representatives will meet with the employee **no later than 5 working days** after the employee has filed for problem solving (timelines may be extended if agreed upon by both management and the employee).

Step 4: Final Decision from the Agency Head

The agency head will notify the employee of the agency's final decision, **no later than 5 working days** after meeting with an agency management representative.

Employees are entitled to be represented by a representative of the employee's choosing, except during the initial informal discussion with the immediate supervisor.

The material contained in this document has been prepared for general reference purposes only. Please refer to your agencies problem solving policy for specific information. Agencies are permitted to develop and adopt their own employee problem solving procedures as long as they are in compliance with the provisions of the uniform problem solving process set forth in Rule 200 of the Division of Human Resources and Idaho Code, Section 67-5315.