

# UIC POLICIES AND PROCEDURES

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MANUAL Human Resources	SECTION Counseling and Discipline	PAGE 1 of 4
SUBJECT Verbal Counseling/Warning and Letters of Warning		EFFECTIVE 04/01/1997 REVISED 09/01/ 2013
ISSUED BY Assistant Vice President of Human Resources	APPROVED BY Chancellor	

## PURPOSE

To identify guidelines for the issuance of verbal counseling and verbal warnings and letters of warning to support staff employees, as part of the progressive discipline process, and to establish responsibility and authority of supervisory personnel in administering corrective action and progressive discipline to improve job performance.

## SOURCES AND BACKGROUND

State Universities Civil Service System Statute and Rules  
Collective Bargaining Agreements  
University of Illinois Policy and Rules for Civil Service Staff

## APPLICABILITY

All UIC Support staff employees and supervisors

## POLICY

The University seeks to establish and maintain standards of employee conduct and management practices which, in the interests of the University and its employees, support and promote effective operations.

The University will strive to insure consistent and uniform treatment in disciplinary matters for all employees. Discipline is to be applied consistently, impartially, fairly, and firmly. Decisions on discipline should not be made in an arbitrary or capricious manner, but rather as a result of informed and unbiased investigations.

**Verbal Counseling/Warning** - Verbal counseling/warning is an initial and informal step in the positive progressive discipline process. Since verbal counseling/warning is informal, no record of the meeting should be placed in the employee's official personnel file. Nevertheless, supervisors should provide the employee with a follow-up memorandum of the verbal counseling/warning given at the meeting and to maintain such documentation in the supervisor's file. Verbal counseling and warnings are not subject to review by the Merit Board of the State Universities Civil Service System.

Some union agreements identify the responsibility of the supervisor to inform the employee of the right to have a union representative present at the meeting. Supervisors should routinely advise employees of permission for union representation in all cases where the employee's classification is represented by a union, since the meeting could result in formal discipline. It is the employee's responsibility to notify the union representative.

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**Letters of Warning** - Letters of Warning are issued when infractions of performance standards and/or employee conduct occur, usually after verbal counseling or warning has been issued to an employee. The length of time from which the employee was last disciplined and the severity of the problem or its consequences must be taken into consideration when determining the level of discipline to administer. Letters of Warning are maintained in the employee's permanent file.

The Letter of Warning must document problems of behavior or performance that have occurred since the verbal counseling/warning session.

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## PROCEDURES

### RESPONSIBILITY

#### **Verbal Counseling/Warning**

1. Supervisor
2. Human Resources Employee Relations Officer
3. Supervisor

### ACTION

Investigates the situation, decides upon a counseling meeting, and schedules a meeting in a private setting. Advises employee that a union representative may be present, if the employee is represented by a union.

Attends meeting, if requested.

Considers any statements made by the employee before determining the necessity of a verbal counseling/warning and acts accordingly.

If a Counseling Letter is warranted, provides the employee with a follow up memo pointing out deficiencies and outlining your expectations and timetable for improvement. Maintain a copy in the supervisor's file.

### RESPONSIBILITY

#### **Letters of Warning**

1. Supervisor

### ACTION

Investigates thoroughly the matter for discipline and after consultation with Human Resources Employee Relations Officer schedules a Pre-disciplinary Action Meeting with the employee to discuss the alleged infraction(s) or conduct, allowing three (3) days notice of the meeting. Where applicable, advises the employee of the opportunity for union representation.

Considers any statements made by the employee during the Pre-Disciplinary Action Meeting to determine if a Letter of Warning is warranted.

If a Letter of Warning is warranted, drafts Letter of Warning consistent with guidelines identified in consultation with Human Resources Employee Relations Officer.

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2. Human Resources Employee Relations Officer
3. Supervisor
4. Human Resources Employee Relations Officer

Reviews and makes recommendations on the draft letter and returns it to the supervisor.

Issues the employee the Letter of Warning on department letterhead, if warranted.

Forwards two copies of the final Letter of Warning to the Human Resources Employee Relations Officer.

Reviews, signs, as reviewed, and refers Letter of Warning to Records for placement in the employee's official personnel file and shares a copy with the union, where applicable. Contacts department for further information or follow-up, if needed.