

Corrective Action

Progressive corrective action is used for regular full-time and part-time employees who are not in their introductory/probationary period, and may include verbal warning, written warning, suspension, and ultimately discharge. It is expected that conversations occur before any warnings have been issued outlining the basic expectations, job performance duties, and other guidelines that need to be followed. Supervisors should refer to the Human Resources (HR) website for all policies <http://www.webster.edu/human-resources/policies/>.

The purpose of corrective action is to inform the employee of inadequacies in performance or instances of improper behavior, clarify what constitutes satisfactory performance or behavior, instruct the employee on what action must be taken to correct the performance or behavior problem, and notify the employee of what action will be taken in the future if the expectations are not met. It is our goal to give employees every opportunity to succeed.

There are several levels of corrective action, each progressively more serious, which may be used to correct employee performance and behavior. However, Webster University reserves the right to skip one or more steps depending upon the severity of the situation. ***In all cases, the department head and Human Resources should be consulted prior to taking any corrective action.*** These steps include:

Verbal Warning - An employee may be issued a verbal warning for a performance or behavior problem. Verbal warnings are typically issued during a private conference between the supervisor and the employee where the supervisor explains the problem and what the employee must do to return to satisfactory status. The supervisor should document the conversation by making notes on the attached Verbal Warning template. The employee should be informed that the conference is being conducted for the purpose of issuing a verbal warning. This ensures that the employee is aware that corrective action is taking place. The verbal warning may also specify a review period, if appropriate, in which the employee's behavior or performance will be reviewed. A verbal warning template is attached to this policy.

Written Warning - Employees may be issued a written warning which contains the following information: a description of the specific problem or offense, the most recent incident and when it occurred, previous actions taken to correct the problem (if applicable), expectations and acceptable standards of performance, and warning that further unsatisfactory behavior or performance may result in further disciplinary action. Typically, the written warning is issued and discussed with the employee in private conference with the supervisor. A copy of the written warning should be given to the employee and a copy placed in the employee's official personnel record in Human Resources. The written warning may also specify a review period, if appropriate, in which the employee's behavior or performance will be reviewed. A written warning template is attached to this policy.

Final Written Warning - A final written warning notice should be issued to the employee who has officially been advised repeatedly of the nature of their performance or behavior misconduct. This warning will serve as a notification that any future violations may result in termination.

Suspension – If warranted, employees may be suspended without pay for incidents that are serious enough to warrant summary suspension, or after less severe disciplinary actions have been taken. This suspension without pay will be in accordance with Federal, State, and local wage-and-hour laws. The

duration of the suspension should be commensurate with the offense (usually 1 to 3 days), and will be determined jointly by the employee's supervisor and Human Resources. Typically, the employee will be informed of the suspension in private conference with their supervisor and Human Resources. The employee is given a letter detailing the basis for the action which specifies: the length of the suspension (beginning and ending dates); a description of the specific problem or offense; the most recent incident and when it occurred; previous actions taken to correct the problem, if applicable; expectations and acceptable standards of performance; and a warning that further unsatisfactory behavior or performance may result in further corrective action, up to and including discharge. The suspension letter may also specify a review period, if appropriate, in which the employee's behavior or performance will be reviewed.

Discharge - Employees may be discharged for incidents that are serious enough to warrant summary discharge, or after less severe disciplinary actions have been taken. It is advisable to discharge an employee in private conference with their supervisor, Human Resources and other appropriate levels of supervision. During this conference, the employee is usually given a letter or a memorandum clearly stating the effective date of discharge.

When allegations are serious enough to merit immediate discharge, it may be advisable to suspend an employee, pending investigation. This suspension is for the purpose of investigating the problem and conferring with appropriate officials regarding the decision to discharge, and should be so communicated to the employee. If the investigation does not result in further action being taken, the suspension will be with pay.

Reasons for immediate discharge include, but are not limited to:

- Theft;
- Intoxication on the job;
- Violence or threat of violence;
- Conviction of a felony;
- Negligent, careless or intentional conduct that results in damage or the risk of damage to property or individuals;
- Falsifying time cards
- Falsification of Employment Application or other necessary data requested during the employment process
- Falsification, alteration or improper handling of University-related records
- Disclosure or misuse of confidential information, including government-mandated regulations that outline the treatment of confidential information
- Behavior/language of a threatening, abusive or inappropriate nature
- Any other conduct that reflects poorly on Webster University and could result in severe negative implications on the University's reputation, standing, rating, etc.

Date Revised: 3/7/18

VERBAL WARNING

EMPLOYEE NAME: _____ DATE: _____

DEPARTMENT: _____

The purpose of this verbal warning is to memorialize our conversation regarding deficiencies in your conduct and/or performance. The intent is to bring these issues to your attention and help you to take remedial steps toward correcting them. Failure to do so may result in further corrective action.

REASON FOR WARNING:

CORRECTIVE ACTION REQUIRED:

Supervisor: _____ Date: _____

WRITTEN WARNING

EMPLOYEE NAME: _____ DATE: _____

DEPARTMENT: _____

The purpose of this written warning is to bring your attention to ongoing deficiencies in your conduct or performance. On _____, you were counseled regarding _____. Unfortunately, you have not made sufficient progress in addressing these issues, necessitating this written warning.

REASON FOR WARNING:

CORRECTIVE ACTION REQUIRED:

My supervisor has discussed the above with me. I understand the contents and acknowledge and understand the corrective action required. I also acknowledge and understand the potential consequences of noncompliance.

Signatures:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

A copy of this document will be retained in your permanent file.

FINAL WRITTEN WARNING

EMPLOYEE NAME: _____ DATE: _____

DEPARTMENT: _____

The purpose of this written warning is to once again bring to your attention ongoing deficiencies in your conduct and/or performance. On _____ and _____, you were counseled regarding _____. Unfortunately, you have not made sufficient progress in addressing these issues, necessitating this final written warning. Failure to make immediate and sustained improvement will result in further corrective action, up to and including termination.

REASON FOR WARNING:

CORRECTIVE ACTION REQUIRED:

My supervisor has discussed the above with me. I understand the contents and acknowledge and understand the corrective action required. I also acknowledge and understand the potential consequences of noncompliance.

Signatures:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Division/Dept. Manager _____ Date: _____

A copy of this document will be retained in your permanent file.

SUSPENSION/DISCHARGE

EMPLOYEE NAME: _____ DATE: _____

DEPARTMENT: _____

The purpose of this written warning is to bring your attention to ongoing deficiencies in your conduct or performance. On multiple occasions, you were counseled regarding _____, but despite numerous opportunities to correct these deficiencies, you have failed to do so. As a result, it has been determined that you will be:

- Suspended _____ Working Day(s) from _____ Through _____
- Discharge effective _____

Remarks: Explain reasons for suspension or discharge, including specific details of incident or violation; include prior warning(s).

My supervisor has discussed the above with me. I understand the contents and acknowledge and understand the corrective action required.

Signatures:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Division/Dept. Manager _____ Date: _____