

PROBLEM RESOLUTION

Any work related problems that an employee has, regardless of their source, should be taken to their supervisor and supported by specific examples. These problems should not be taken to one's peers as complaints as this will not correct the situation and can contribute to bad staff morale. If the problem cannot be resolved at this level, the employee should contact the next level of supervision. Problems that are not resolved at the branch level should then be taken to the Assistant Director or to the Director in the absence of the Assistant Director.