



	CLERK OF THE COURT INTERNAL POLICY	
	Area: Administrative Services Document Number: POL-ADMIN-1004 Subject: Reporting Incidents & Workplace Concerns Page: 1 of 4	Effective Date: 11/1/91 Revision Level: K Last Revised Date: 12/23/20

PURPOSE:

The purpose of this policy is to establish guidelines to report incidents and workplace concerns and ensure that appropriate officials are informed. Requirements of this policy will not supersede the notification of emergency or law enforcement agencies, nor eliminate the need to take immediate corrective actions necessary for the protection of property or the health and safety of employees/public. This Policy is intended to supplement, rather than discourage or replace informal discussions between supervisor and employee.

POLICY:

Employees who have a workplace concern or are aware of a significant incident should address the issue in a timely manner following appropriate protocol.

DETAILS:

I. Non-Emergency Concerns:

1. Employees are asked to first attempt to discuss the issue with their immediate supervisor whenever practicable, and if possible, the supervisor should work with the employee to resolve the concern or incident. All relevant information will be provided to the supervisor.
 - A. If the supervisor is the subject of the concern or incident, employees may choose to submit the concern to the next higher level of management or directly to Human Resources.
 - B. Supervisors will immediately prepare and forward a copy of the Workplace Concern & Incident Report Form to COC Human Resources, the Workplace Concern & Incident Report Form is available on the COC Web under forms where applicable.
2. COC Human Resources will evaluate the concern or incident. If the event is significant and/or requires remedial action, COC Human Resources will work with the Deputy Director and/or designee of the Clerk of the Court to determine necessary actions.
3. COC HR will forward any security related incident forms to the Security Coordinator. The Security Coordinator will work with the Deputy Director and/or designee of the Clerk of the Court to determine appropriate action and contact other agencies as needed.

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II. Emergency Concerns:


1. If an employee injury is life threatening, call 911 or go to the nearest emergency room.
 - A. In emergency situations, after the immediate situation is resolved or addressed, the supervisor must immediately notify their Administrator, Deputy Director, and COC Human Resources.
 - B. At no time should an employee or Supervisor offer emergency transportation to another employee.
2. For non-emergency care, employees must request information regarding designated Maricopa County providers to evaluate and treat work-related injuries without an appointment.
3. Seek guidance from your leadership chain or Human Resources as needed.

APPLICABILITY:

This Policy applies to all Classified, Contract, Temporary, or Unclassified COSC employees. This policy does not replace reporting requirements/forms required by other COSC policies, or the Maricopa County Merit System Resolution and Rules.


DEFINITIONS:

- I. Significant Incident: A significant incident is any activity, event, or result that negatively affects the Clerk's Office, employees, or customers. Significant incidents may include, but are not limited to work-related injuries, breaches of security, commission of a crime, etc. Incidents which occur outside normal working hours or in a non-Clerk's Office facility may be included when they negatively affect the Clerk's Office, its employees, or customers.
- II. Workplace Concern: An issue, inquiry or complaint regarding workplace practices or conduct, which cannot be addressed through other specific complaint or appeal procedures. Examples of workplace concerns include, but are not limited to: inappropriate, unfair or inconsistent application of policies or procedures, discourteous treatment of an employee, fellow employees or the public, inappropriate relationships in the workplace, misuse of equipment or property, personal or professional conflicts of interest, Code of Ethics violations, violation of COSC policy

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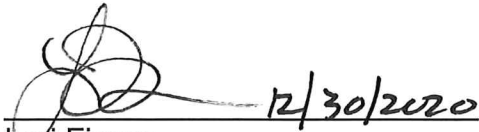
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-	N/A	Document Origination	11/1/91
A	N/A	Revised	12/18/97
B	N/A	Revised	4/7/99
C	N/A	Revised	8/1/99
D	N/A	Revised	6/27/03
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I	Lois Rees	Revised	4/6/15
J	Christine Kelly	Updated to Controlled Document Index	6/26/15
K	Lori Fiscus	Updated language and included workplace concerns	12/23/20

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