

Guidelines for Incident Report & Follow-up

Incident Report

1. The first step is recording the incident on the Incident Report (on the computer under *Shared/Discipline*). The yellow, three-copy write-up sheet should not be used anymore.

Press the “Tab” key to move forward one field. Press the “Shift” and “Tab” keys at the same time to back up one field. The form expands as you write. It will even wrap around to a second page if necessary.

This report only gives one side of the story. In the case of a customer complaint, it reports the customer’s version. Since we don’t know the employee’s side of the story yet, there should be no judgment or comment by the supervisor. Refrain from such statements as “The driver should have...” or “AMTRAN policy states...” or “The mechanic has been warned about this.” This report is “Just the facts” as reported by the customer.

2. As the supervisor, it is your responsibility to insure that the incident is viewed objectively. It is not important who took the call. No blame should be made at this time. (Note that neither the customer’s name nor the person who took the call are listed on the form.)

The supervisor should behave professionally in this situation, especially if the employee is upset. If the employee’s response is extreme, they can be written up for insubordination.

3. Print one copy of the form. Sign & date it. Have the employee and union officer sign and date it. Make two photocopies, one for the employee, one for the union. The supervisor keeps the original.

If the employee or union officer refuse to sign, simply write “Refused to sign” along with the date, time, and your initials in the space where they should have signed. In no event should the employee or union officer walk away with the original in their possession, not even for a minute.

4. According to Article 6 of the contract, “In matters of discipline, the Authority will inform an employee and the Union as soon as possible as to any alleged misconduct or violation of the rules and in no case shall any employee be charged with or required to answer to any offense not called to his attention within seventy-two (72) hours, exclusive of Saturdays, Sundays, holidays or employee's relief day, after the Authority has knowledge of its occurrence, except when checkers report failure to register fares, in which case the offense shall be called to the attention of the

employee involved within a period not to exceed fifteen (15) days after the Authority has knowledge of its occurrence.”

Employee Response

1. The “Employee Response” form is on the computer under *Shared/Discipline*. It is on the Employee Computer as well.
2. The employee has 72 hours to respond. When the employee turns in the Employee Response form, the Supervisor should sign and date it, and make two photocopies – one for the employee, one for the union. The completed original stays with the supervisor.
3. If the Employee Response form contains inappropriate comments, give it back and tell them to write it over again. Since there are no rants or personal attacks allowed in the supervisor’s Incident Report, there will be none in the Employee Response.

Disposition

1. The “Disposition” form is on the computer under *Shared/Discipline*. There is also a sample of a disposition under *Shared/Discipline*.

Press the “Tab” key to move forward one field. Press the “Shift” and “Tab” keys at the same time to back up one field. The form expands as you write. It will even wrap around to a second page if necessary.

2. The Disposition is to inform the employee and the union what management’s intention is after reviewing both sides of the story.
3. If the supervisor decides that the complaint is without merit, the form should begin “This complaint is found to be without merit. There was no wrong-doing on the part of the employee. No further action.” OR “Management was unable to determine what actually occurred. No further action.”
4. If the supervisor decides that there was a violation of AMTRAN policy, the form should state “AMTRAN policy is that...” and go on to cite the particular policy that was violated.
5. If discipline is part of the disposition, you would state “After an investigation, it is management’s intention to proceed toward first written warning, second written warning.” (See below.) You should end with “In accordance with the contract, the employee may request a hearing.”
5. Sign & date it. Have the employee and union officer sign and date it. Make two photocopies, one for the employee, one for the union. The supervisor keeps the original.

If the employee or union officer refuse to sign, simply write “Refused to sign” along with the date, time, and your initials in the space where they should have signed. In no event should the employee or union officer walk away with the original in their possession, not even for a minute.

Discipline

1. The Discipline form is the final step in the process (listed under *Shared/Discipline*). There is also a sample of the form under *Shared/Discipline*.
2. Reminders, evaluations, coaching, counseling, and training are NOT part of the discipline process. You can mention them if necessary, but do not refer to them as if they are part of discipline.
3. AMTRAN’s progressive discipline process (Arbitrator Consent Award – May 24, 2004) is:
 - first written warning,
 - second written warning,
 - suspension,
 - subject to termination.
4. Normally, progressive discipline would move from one level to the next. However, AMTRAN’s discipline policy from the Consent Award allows management to proceed directly to suspension or termination if the violation is severe.
5. Sign & date the form. Have the employee and union officer sign and date it. Make two photocopies, one for the employee, one for the union. The supervisor keeps the original.

If the employee or union officer refuse to sign, simply write “Refused to sign” along with the date, time, and your initials in the space where they should have signed. In no event should the employee or union officer walk away with the original in their possession, not even for a minute.

May 24, 2004

Discipline

If progressive disciplinary action is appropriate, the Employer and the Union agree to the following progressive disciplinary policy for nonattendance related issues: (1) first written warning; (2) second written warning; (3) suspension; and (4) subject to termination.

Consent Award – Elliot Newman, Arbitrator, 5/24/04