

IDAHO STATE POLICE PROCEDURE

03.10 PROBLEM SOLVING

A. General

All classified employees are eligible to utilize the problem solving procedure. The problem solving procedure is a chain of command process, which includes meeting with the immediate supervisor, filing a request for problem solving if the issue has not been resolved, meeting with the second level supervisor and receiving a final decision from the Director.

Complaints alleging sexual harassment or other illegal discrimination based on race, sex, national origin, age, religion, or disability may be filed using the problem solving procedure but should be filed in accordance with ISP procedure [03.18 Sexual Harassment and Illegal Discrimination](#). ISP procedures 03.10 Problem Solving and [03.13 Progressive Discipline and Disciplinary Due Process](#) time frames may be waived for complaints alleging sexual harassment or other illegal discrimination.

All employees, supervisors, managers, and administrators are strongly encouraged to resolve conflicts, whether disciplinary or non-disciplinary, at the lowest management level possible. Agreement to referral for counseling or training may be used to address employee behavior issues, but are not required elements of the problem solving process.

If supervisors, managers or administrators lack the authority to take the action that would resolve the conflict at their level, they may seek authorization to take timely and appropriate action through the chain of command.

B. Problem Solving

1. In accordance with [Idaho Code § 67-5315\(1\)](#), eligible employees may use the problem solving process to handle any job related matter except:
 - a. compensation, except as it applies to alleged inequities within the agency;
 - b. termination during the entrance probationary period;
 - c. dismissals, demotions, suspensions; and
 - d. involuntary transfers that are part of a disciplinary action.
2. The problem solving process begins when an employee or group of employees expresses to a supervisor that a recognized or perceived problem remains unresolved.
3. The supervisor meets with the employee(s) to resolve the issue:
 - a. supervisors make every effort to obtain the authority necessary to make decisions that will provide solutions to the issue prior to the meeting;
 - b. representatives are not permitted at the initial meeting with the supervisor;
 - c. if still unresolved, the supervisor documents the meeting and sends a copy of the meeting summary to the Human Resource Officer (HRO);

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4. If the issue cannot be resolved between the immediate supervisor and the employee(s), an [EHF 03 10-01 Problem Solving Request](#) is completed by the employee(s) and filed with both the supervisor and the HRO:
 - a. the [EHF 03 10-01 Problem Solving Request](#) must be filed no later than 10 working days after the meeting with the supervisor;
 - b. the employee and supervisor may write a report concerning the original meeting and forward it with the request for problem solving;
 - c. the time limit may be extended up to 10 working days after the employee(s) returns to work following an illness or other approved leave;
 - d. all timelines are subject to scheduled vacations, sick leave, or other authorized leave, and official business travel;
 - e. the department may accept a request that is filed late, but is not required to do so.
5. The Deputy Director or designee appoints a second-level supervisor to meet with the employee(s):
 - a. the employee(s) may withdraw the problem solving request at any time and cancel the meeting with the designated second-level supervisor;
 - b. the designated second-level supervisor and the employee(s) meet no later than 5 working days after the second-level supervisor's receipt of the [EHF 03 10-01 Problem Solving Request](#) form;
 - c. the employee(s) is entitled to be represented by a person of his or her choosing at this meeting;
 - d. the designated second-level supervisor consults with the employee's (s') immediate supervisor to determine who may best be able to resolve the problem during this meeting with the employee(s);
 - e. the employee(s) is consulted for persons to attend the meeting who may be able to assist in resolving the problem;
 - f. the designated second-level supervisor submits the completed 03 10-01 Problem Solving Request, and any relevant attachments, to the Director as soon as practical but no later than 5 days following the meeting.
6. The employee(s) receives a final decision from the Director no later than 5 working days after receipt of the problem solving form of the meeting with the second-level supervisor.
7. Mediation is always an alternative:
 - a. at any step after the initial meeting with the immediate supervisor, the department and the employee(s) may mutually agree to engage in mediation;
 - b. subsequent problem solving steps and time limits are suspended pending mutually agreed upon mediation.
8. Problem solving decisions are not appealable to the Idaho Personnel Commission pursuant to [Idaho Code § 67-5316](#), unless they are regarding the failure of an appointing authority to provide a right and/or benefit to which the employee is entitled by law.