

## LETTER OF WARNING

### AFT LX Article 23 - Corrective Action and Dismissal SCOPE: Professional Librarian Unit

#### Summary

A Letter of Warning normally consists of five (5) sections:

1. Description of the unsatisfactory performance or conduct;
2. Statement of what the employee must (or must not) do to correct the performance or misconduct;
3. Description of the action that will be taken if the problem is not corrected.
4. Information about appeal rights;
5. A list of attached documents that were considered in the decision to issue the letter of warning (i.e. performance evaluations, rules or policies, memos, etc.). A Proof of Service shall also be attached.

You must consult Employee and Labor on proposed corrective actions.

**Instructions are in Boldface Type**

[Date]

[Employee's Name]

RE: Letter of Warning (Example)

**Section 1: Describe the action being taken and the misconduct or performance deficiency. Cite specific examples. Describe behavior, not "attitude." (See LX Article 23)**

**Keep in mind that your objective is to lay out a clear and factual foundation of all information that led to your decision to take this action. Remember that in addition to communicating to the employee, this letter may also be read by an employee representative or an independent reviewer in order to assess whether the action you took was well founded and reasonable.**

I am issuing this letter of warning because of your rude behavior towards a customer. On Monday, November 6, 2003, you were working at the reference desk when a student requested your assistance in locating a book. You responded by telling him that you "did not believe it was your job to assist every student who was too lazy to read directions," is not acceptable.

You and I have previously discussed your attitude. When you joined our department, I went over the library's policies on customer service with you. We talked about this issue again on January 20, 2003, when I expressed concern over your shortness with students. Between January and June, we had two additional complaints from students regarding your treatment of them when they asked for assistance

**Section 2: Clarify your expectations. You may want to use specific examples in order to ensure that the employee understands what you want done. State when you want the correction made. For most types of performance deficiencies or misconduct, you will want correction "on an immediate and sustained basis."**

I expect you to improve your attitude towards students to an acceptable level on an immediate and sustained basis.

**Section 3: State the probable action to be taken if the offense is repeated or deficiency persists.**

Failure to meet my expectations may result in further corrective action up to and including dismissal.

**Section 4: State the employee's right to appeal.**

You have the right to request review of this action under the UC/AFT LX Agreement Article 24, Grievance Procedure. If you request review of this action, you must do so in writing using the appropriate form. A written request for review must be received in the campus Employee & Labor Relations Office within thirty (30) calendar days from the date of this letter.

**Section 5: All materials that were relied upon in considering this action must be listed and attached to the letter. If there are many documents, you should number them sequentially.**

**A Proof of Service shall be attached. Individuals receiving copies of the letter should also be listed.**

[Signature of Supervisor]  
[Supervisor's Title]

Attachments: June 1, 2003 performance Evaluation (1)  
Proof of Service (2)

cc: [Department Head]  
[Department File]  
[Personnel File]  
[Employee & Labor Relations Consultant]