

Raise a Grievance #1734 + Add Tabbed Cases with case#

Organisation (create) Duncan Jeffrey Pending Investigation Ticket #1734

Sharing: Metadata for the case including tags and form fields to collect data and store data for reporting and driving workflow automation

Form: HR Support

Tags: answerbot_fired, ar_suggest_true, grievance, initial-ticket, intent__human_resources_documentation, intent_confidence_high, language_en, language_confidence_high, + 2 more

Employee contact reason: Grievance

Priority: High

Employee Name: Mathew Neils

Date of birth: Apply repeated responses through macros with dynamic case

Apply macro → **SLA I Channel I AI intent AI Sentiment IAI Summary**

Raise a Grievance -6d | Via email | Intent Employee Grievance | Negative

Mathew (EMP ID 98764) is raising a formal grievance regarding persistent bullying and unprofessional conduct from a co-worker. He has experienced demeaning comments and psychological intimidation, impacting his mental well-being and job performance. Mathew requests a formal meeting to discuss the issue and next steps in the grievance process.

Up to date Refresh C

the behavior has continued and worsened. I've tried to address this informally by maintaining distance and focusing on my work, but the negativity has become constant and toxic. It's demoralizing to feel attacked and dismissed in a professional setting where respect and teamwork should be standard. I'm extremely disappointed that in a workplace like ours, which should foster innovation, collaboration, and professionalism, I've instead been left feeling isolated and belittled. I am not only raising this grievance to protect myself, but also because I believe no one should have to work under such conditions. I would appreciate it if we could arrange a formal meeting to discuss this issue further and outline the next steps in the grievance process. I am also happy to provide specific examples and dates, should they be needed. Thank you for taking this matter seriously. I look forward to a constructive resolution.

Public reply To Duncan Jeffrey CC

Composer view where agents can type replies or use AI suggested replies, switch channels and create internal facing case notes.

Custom case status Stay on ticket → **Submit as Pending Investigation**

Conversations 0 Search cases! Omnichannel Agent Status

Anti-discriminat... **Anti-discrimination and Anti-harassment: What You Need to Know**

Key Company Policies > Anti-Discrimin...

Hannah Last edited 30 Apr 2024 19:20

Ensuring a Safe and Respectful Workplace for Everyone

Customer contact card, Context Panel with Knowledge base articles, Side conversations, ticket approvals, similar tickets, merge tickets, custom apps

Our Stand Against Discrimination

Our company firmly believes that everyone deserves to be treated fairly and respectfully. Therefore, we have a stringent policy against any form of discrimination based on gender, race,