Honolulu Zoo Concern Resolution

- [ ] Work rules or procedures
- [ ] Question for information
- [ ] Personnel conflict
- [ ] Concern about a course of zoo/society/programs

<table>
<thead>
<tr>
<th>Employee with concern:</th>
<th>Date of occurrence:</th>
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<tbody>
<tr>
<td>Supervisor notified:</td>
<td>Date:</td>
</tr>
<tr>
<td>Employee’s Signature:</td>
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**Concern:**

**Recommendation for resolution:**

**Action taken by supervisor:**

**Resolution of concern:**

**Notification of staff involved:**

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<th>Date:</th>
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GUIDELINES FOR FILLING OUT CONCERN RESOLUTION FORM (CRF)
The CRF is to be used for questions and concerns relating to: 1.) General Information, 2.) Personnel Issues, 3.) Work Rules & Procedures and, 4.) Direction of Zoo/Programs. The intent of this form is to provide a means of getting clear, accurate and timely information or resolution of concern. Its use assumes that the initiator has already invested a reasonable amount of time to seek out the information or solve the problem independently. The initiator is entitled to expect feedback from his/her Immediate Supervisor within 72 hours and resolution as soon as possible thereafter. (Even if the CRF is passed up the chain of command, it remains the responsibility of the Immediate Supervisor to keep the Initiator informed.) “Resolution” is defined as whatever the answer or directive is, from the most senior, responsible source.

QUESTIONS FOR INFO

- Initiate form with Immediate Supervisor.
- Fill in Name/Date/Supervisor notified/Concern/Recommendation for resolution sections. Be specific!
- Submit copy to D. Asai, give original to Supervisor, keep a copy for your own records.
- Immediate Supervisor to investigate using chain of command & fill in Action taken by Supervisor/Resolution of concern/Notification of staff involved sections. Feedback to Initiator within 72 hours.
- Supervisor to forward form up chain of command for general dissemination to staff.

PERSONNEL PROBLEMS

- Initiate form with Immediate Supervisor. (If Immediate Supervisor is involved with personnel problem, initiate with next level in chain of command.)
- Fill in Name/Date/Supervisor notified/Concern/Recommendation for resolution sections. Be specific!
- Submit copy to D. Asai, give original to Supervisor, keep a copy for your own records.
- Supervisor to investigate using chain of command and advise all parties involved.
- Supervisor to fill in Action taken by supervisor/Resolution of concern/Notification of staff involved, feedback to Initiator within 72 hours.
- Supervisor to forward form to D. Asai for confirmation of resolution.

WORK RULES & PROCEDURES

- Initiate form with Immediate Supervisor.
- Fill in Name/Date/Supervisor notified/Concern/Recommendation of resolution sections. Be specific!
- Submit copy to D. Asai, give original to Supervisor, keep a copy for your own records.
- Supervisor to investigate using work rules manual, verify with chain of command & fill in Action taken by Supervisor/Resolution of Concern/Notification of staff sections. Feedback to Initiator within 72 hrs.
- Supervisor to forward form to D. Asai for submission into violators personnel file (if applicable).
- Supervisor to forward form up chain of command for work rules manual addendum or to staff via separate information memo.

DIRECTION OF ZOO PROGRAMS

- Initiate form with immediate Supervisor.
- Fill in Name/Date/Supervisor notified/Concern/Recommendation for resolution. Be specific!
- Submit copy to D. Asai, give original to supervisor, keep a copy for your own records.
- Supervisor to investigate using chain of command, most senior level to fill in Resolution sections, confidential feedback to initiator within 72 hrs.
- Senior level to inform staff via separate memo or centralized distribution system.