Employee Complaint Investigation to Human Resource. It’s basically a paper wrote on behalf of all night shift nurses in an ICU to the Human Resources as well as the corporate “Ethics Line” 1. Favoritism given to specific nurses on dayshift only - contracts with bonuses, weekend options, and pay raise 2. Manager doesn’t do well with confrontation- she would retaliate back and spread rumors about every issues she’s received to all day shift nurses 3. Per Human Resource - a manager should not be directly addressing a staff member when the staff member follow appropriate channel and went to HR on the manager. The current manager finds out and confronted the staff member and embarrassed, scolded, and lectured him/her 4. Bully - The manager gets to pick who to cancel and who to put on call when we are overstaffed instead of following the proper matrix on who should be canceled first - Starting by external agencies nurses first, following by internal agencies, PRNs, and lastly core staff. The manager instructed the dayshift charge nurse to cancel whoever she doesn’t like on night shift 5. Pay raise- Current manager has been lying about pay raise evaluation. Turns out, the manager never submitted any pay raise evaluation for the staff member when they asked for one. Hence, Human resource assumed everyone was happy with their pay 6. Dealing with complaints - Some day shift nurse has filed complaints on a night shift nurse for a setting error on the IV pump, and the manager decided to confront & embarrasses that night shift nurse in-front of everyone instead of professionally inviting that night shift nurse into her office and further investigate into the case 7. Private meetings - She would invite non-unit personnel (someone who’s from other floor/unit) to come sit with her in a meeting about when it’s an internal unit issue. The meeting should be attended by both manager and assistant manager, and the employee involved. But unfortunately, the manager picks a day when the assistant manager is not present, and invite her own ‘friend’ who is a manager of other floors, and deal with the employee on an internal unit matters. It is very unprofessional and it’s against HR policies. In the end, that employee has been continuously attacked by both manager and doesn’t have a chance to speak up or have the assistant manager be an advocate for her