

Hotline Intake Interview

Intake interview for all Employee Hotline calls by clients of Workforce Consultants

Date-Time *

dd-MMM-yyyy HH:MM AM/PM

Workforce Interviewer. Name, EM and PPhone *

Name, EM and Phone

First let's identify the caller his/her Company

Name

First

Last

Email

Phone

The Caller's Company

State the Name of the Company and specific Department where the Caller works

What is the nature of the call?

*Many calls can be logged and provided to the client while maintaining confidentiality IF the employee insists on this. However, reports that require investigation or legal matters cannot keep the employee's name confidential, but will be used ONLY for those that have a need to know. Please be sure the employee understands what can and cannot be kept confidential.

***Does the employee wish to keep her/his name Confidential? ***



*Refer to Confidentiality Instructions

Hotline Intake Interview

Intake interview for all Employee Hotline calls by clients of Workforce Consultants

Names, Positions and Brief Summary of any other Employees involved in the incident (if applicable)

If we were able to assist or provide information to the Employee what specifically did we do?*

For example, review Employee Handbook Policy, Benefits Summary, Refer to the Primary HR Consultant, etc.

In Conclusion....The role of the Hotline Interviewers is limited to providing very brief information, such as Policy language or referral to their Primary HR Consultant with Workforce.

Identify the Name, Date and Time that we Called the Primary HR Consultant and provided a copy of the Intake Interview.

Also, we must provide a written log or account of each call to the client.

Name of Primary HR Consultant that we contacted regarding this call*

First

Last

Date of Referral to Primary HR Consultant

dd-MMM-yyyy