

Designing an Internal Complaint System

Secret Instructions for Robin Stellar and other Colleagues of Archibald Arrow (A research scientist)

You have just been informed that Biochemix has decided to draft specifications for a new internal dispute resolution system for the company. You are very pleased about this development, though you were also puzzled about why the company might be taking this step. You asked around and learned that Biochemix has just noticed that various recent pieces of legislation make it important for the company to be able to point to a good internal complaint system.

You and others like you strongly agree that the company needs an internal dispute resolution system. You recently were very upset by overhearing allegations about some behavior from your Lab Director, Rupert Overween, that if true would be unethical. You are very pleased that several research staff, you included, have been asked to join the drafting committee. You decide to meet with two other research staff who will be meeting with you to draft some specs for the new system. You will then be meeting in a few minutes with Rupert Overween to discuss the basic specifications for the system you propose. Please prepare with these other colleagues a list of specifications that you believe to be important. The lab heads may not give you much time so you should be prepared to be specific and well-organized.

Please stay in role for this assignment—try to imagine what the colleagues of Archibald actually would want, and prepare and play the role accordingly?