

Payroll, R&A

Nov. 22 - Chuck

- Kerris quit, effective Dec. 6 - see letter of resignation - health reasons, related to pressure  
- they are still understaffed - more work than they can handle - worse than ever before this time of year - most of the problems occur because of other departments making mistakes, not getting things in on time - hard to pin down to Ritchie and Associates - internal problems result more from low morale, split in payroll not working out - external problems: Chuck feels that a lot of the problems result from problems created in other areas by R&A, ie. changes that have resulted in delays, errors that then effect Payroll - but not all Ritchie related - asked him for precise information re. complaints, payroll delays etc. but he said it was all confidential, and couldn't really give me details - Cheryl had referred to long five page letter of complaint, went to Chuck, he gave to Seeley, Seeley took to Craig, and they wound up apologizing to the woman who wrote the letter and 'making us look bad' - letter was sent while Laney was still there, but Cheryl said she couldn't imagine even Laney swearing at someone at the counter (that was one of the claims) - I asked Chuck about the letter, and he said it was confidential - asked him if it came from an individual or a group - he said from an individual, but was a general complaint about Payroll services - asked him if the source was credible, and he said no