



Mineral



Question of the Week

January 14, 2026

Question

We've seen an uptick in complaints from employees. Is this cause for concern?

ANSWER

The mere fact that you're getting more complaints than normal isn't necessarily something to worry about. The increase in complaints could be a sign that there are now more issues that require your attention, or it could be a sign that your employees are—for some reason—feeling safer speaking to you about their concerns.

In and of themselves, complaints can be a good thing because they inform you about matters that may have escaped your notice and they indicate your employees trust you to resolve those matters. The last thing you want is for employees to keep their concerns to themselves or vent about them to their colleagues (or the entire internet). You can't solve problems you don't know about, and unaddressed problems can quickly turn into bigger issues. Knowing what's troubling your employees is essential for effective risk management.

Listen to what your employees have to say, thank them for bringing the matters to your attention, keep the lines of communication open, and do what you can to resolve the issues. If several complaints relate to a single issue (or person), you may want to give that issue more attention or urgency. And, of course, any complaint that suggests there may be harassment or discrimination should be dealt with promptly and thoroughly.

While dealing with the additional complaints, keep in mind that if you can solve or improve the problems that are being brought to your attention, you'll have happier—and likely more productive—employees.

This Q&A does not constitute legal advice and does not address state or local law.