



Q&A with The Workplace Advisors – August 2024

Question: We just issued updated handbooks to all employees. We have asked everyone to sign and return the Receipt of the Handbook Acknowledgement form for their files. However, one employee refuses to sign and send it back to us even after we have sent multiple requests and reminders. What should we do?

Answer: If employment is at-will, the company has the right to change most policies at any time. Employees are expected to follow the policies of the company as long as they are legal. While it is best practice to have signed acknowledgement forms in each employee's file, it is not required to enforce those policies.

Next steps may depend on why the employee is not signing the form. If they say they have not read the handbook, ensure they have been given enough time to do so, giving them a deadline to return it. If they have questions or concerns about certain policies, talk with them to resolve these.

However, if the employee has been given multiple chances to return the form and/or to discuss concerns, they are still expected to follow the updated handbook. You should document in writing that the employee is expected to follow all policies of the company including those in the new handbook and their failure to return the acknowledgement does not change that requirement. Then put that document and any response into their employee file.