

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

68-0157 (9-06) - 3091078 - EI

**STANLEY E THOMAS**  
Claimant

**APPEAL NO. 12A-UI-07251-NT**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**SCHNEIDER NATIONAL CARRIERS INC**  
Employer

**OC: 01/22/12**  
**Claimant: Appellant (1)**

Section 96.5-1 – Voluntary Quit

**STATEMENT OF THE CASE:**

The claimant filed a timely appeal from a representative's decision dated June 13, 2012, reference 02, which denied unemployment insurance benefits. After due notice was issued, a telephone hearing was held on July 12, 2012. The claimant participated. The employer participated by Mr. Ted Bentley, drivers business leader.

**ISSUE:**

At issue is whether the claimant left employment with good cause attributable to the employer.

**FINDINGS OF FACT:**

Having considered the evidence in the record, the administrative law judge finds: Stanley Thomas was employed by Schneider National Carriers, Inc. from February 2, 2012, until May 25, 2012. The claimant worked as a full-time over-the-road tractor trailer driver and was paid by the mile. His immediate supervisor was Ted Bentley.

Mr. Thomas quit his driving position with Schneider National Carriers on May 23, 2012, leaving a message for Mr. Corey Kebs that stated he was quitting employment and would be cleaning out his truck. Mr. Thomas left his employment because of dissatisfaction with faults in the company's Qualcomm messaging system and because his immediate supervisor, Mr. Bentley, had called the claimant about a delay in delivering a load in Chicago, Illinois, that was due to be delivered on May 22, 2012. Mr. Thomas had been delayed in making the delivery due to factors beyond his control and believed that Mr. Bentley should have been able to determine the claimant's status using the entries to the company's Qualcomm system that Mr. Thomas had entered on May 22, 2012.

**REASONING AND CONCLUSIONS OF LAW:**

The question before the administrative law judge is whether the claimant left his employment with good cause attributable to the employer. He did not.

Iowa Code section 96.5-1 provides:

An individual shall be disqualified for benefits:

1. Voluntary quitting. If the individual has left work voluntarily without good cause attributable to the individual's employer, if so found by the department.

In general, a voluntary quit means discontinuing the employment because the employee no longer desires to remain in the relationship of an employee with the employer from which the employee has separated. See 871 IAC 24.25. Leaving because of unlawful, intolerable, or detrimental working conditions would be good cause. See 871 IAC 24.26(3), (4). Leaving because of dissatisfaction with the work environment is not good cause. See 871 IAC 24.25(1). The claimant has the burden of proving that the voluntary leaving was for good cause attributable to the employer. See Iowa Code section 96.6-2.

An individual who voluntarily leaves their employment must first give notice to the employer of the reasons for quitting in order to give the employer an opportunity to address or resolve the complaint. See Cobb v. Employment Appeal Board, 506 N.W.2d 445 (Iowa 1993). An employee who receives a reasonable expectation of assistance from the employer after complaining about working conditions must complain further if the conditions persist in order to preserve eligibility for benefits. See Polley v. Gopher Bearing Company, 478 N.W.2d 775 (Minn. App. 1991).

In this matter, Mr. Thomas became upset and quit his employment due to technical issues with the company's Qualcomm system on May 22 and May 23, 2012, and because he objected to the inquiries made by his supervisor as to why a load for the previous day had not been delivered. Prior to leaving employment, the claimant did not complain about the demeanor of his immediate supervisor, although it appears that the supervisor was acting within the scope of his authority to question Mr. Thomas about a delayed load. Although it is understandable that the claimant may have been frustrated with the company's communication system, the claimant was not being reprimanded at the time about his late delivery but being questioned by his supervisor as part of the supervisor's job responsibilities. Although the claimant's reasons for leaving were undoubtedly good from his personal viewpoint, the administrative law judge concludes that they were not good-cause reasons attributable to the employer. Unemployment insurance benefits are withheld.

**DECISION:**

The representative's decision dated June 13, 2012, reference 02, is affirmed. The claimant quit employment without good cause attributable to the employer. Unemployment insurance benefits are withheld until the claimant has worked in and been paid wages for insured work equal to ten times his weekly benefit amount, provided he is otherwise eligible.

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Terence P. Nice  
Administrative Law Judge

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Decision Dated and Mailed

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