

**IOWA WORKFORCE DEVELOPMENT
UNEMPLOYMENT INSURANCE APPEALS**

JESSICA A OGLE
Claimant

**BKD TWENTY ONE MANAGEMENT
COMPANY**
Employer

APPEAL NO. 21A-UI-05517-B2-T

**ADMINISTRATIVE LAW JUDGE
DECISION**

OC: 12/20/20
Claimant: Appellant (2)

Iowa Code § 96.5-1 – Voluntary Quit

STATEMENT OF THE CASE:

Claimant filed an appeal from a decision of a representative dated February 8, 2021, reference 01, which held claimant ineligible for unemployment insurance benefits. After due notice, a hearing was scheduled for and held on April 26, 2021. Claimant participated. Claimant failed to respond to the hearing notice and did not participate. Claimant's exhibits A-B were admitted into evidence.

ISSUES:

Whether claimant quit for good cause attributable to employer?

FINDINGS OF FACT:

The administrative law judge, having heard the testimony and considered all of the evidence in the record, finds: Claimant last worked for employer on September 30, 2020. Claimant voluntarily quit after that date as she was unable to get any support from the corporate office when she would complain about how she was treated by coworkers.

Claimant worked as a sales manager for employer. During her employment, claimant repeatedly heard from coworkers that they would not be assisting claimant when she attempted to show prospective parties the facilities. Claimant was encouraged by corporate to turn the marketing into a team matter, with staff from different areas participating, but staff refused to offer any help.

In addition to an ongoing lack of support from both the community where claimant worked and the corporate office, claimant also was distraught that Covid protocols were ignored once a new head of housekeeping arrived in July. Claimant mentioned this to the housekeeper and to corporate, but again, nothing was done.

Claimant quit on September 30, 2020 because her repeated requests for support both within the community and from corporate were ignored repeatedly. At the time of her quit, there was still ongoing work available to claimant.

REASONING AND CONCLUSIONS OF LAW:

Iowa Code section 96.5(1) provides:

An individual shall be disqualified for benefits, regardless of the source of the individual's wage credits:

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.

The administrative law judge holds that the evidence has established that claimant voluntarily quit for good cause attributable to employer when claimant terminated the employment relationship because claimant was unable to get any support to effectively do her job from either coworkers within the community where she worked or from the corporate office. Although claimant repeatedly reached out for help, her requests were ignored for months. Employer did not give claimant a chance to be successful at their job.

DECISION:

The decision of the representative dated February 8, 2021, reference 01, is reversed. Unemployment insurance benefits are allowed provided claimant is otherwise eligible.



Blair A. Bennett
Administrative Law Judge

April 29, 2021
Decision Dated and Mailed

bab/ol