

**IOWA WORKFORCE DEVELOPMENT  
UNEMPLOYMENT INSURANCE APPEALS**

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

**VICTORIA K CHRISTOFFERSEN**  
Claimant

**APPEAL NO. 09A-UI-19074-SWT**

**ADMINISTRATIVE LAW JUDGE  
DECISION**

**ALEGENT HEALTH**  
Employer

**OC: 11/15/09**  
**Claimant: Appellant (1)**

Section 96.5-1 - Voluntary Quit

**STATEMENT OF THE CASE:**

The claimant appealed an unemployment insurance decision dated December 9, 2009, reference 01, that concluded she voluntarily quit employment without good cause attributable to the employer. A telephone hearing was held on January 29, 2010. The parties were properly notified about the hearing. The claimant participated in the hearing. Lynn Corbeil participated in the hearing on behalf of the employer with witnesses, Kara Dodlinger and Laura Stannard. Exhibit One was admitted into evidence at the hearing.

**ISSUE:**

Did the claimant voluntarily quit employment without good cause attributable to the employer?

**FINDINGS OF FACT:**

The claimant worked as a medical receptionist from November 2003 to November 17, 2009.

She voluntarily quit her job by submitting her resignation on November 18, 2009. She submitted her resignation because she felt stress at work due to understaffing, being singled out for discipline about scheduling errors, and being criticized by coworkers about her mistakes.

She gave notice on November 18, that she was quitting effective December 11, 2009, but ended up not returning to work.

The claimant was properly warned about the several errors that she made and was not singled out. The office was busy but there were adequate staff to handle the phone volume. She had personality conflicts with some employees that the employer attempted to resolve. At the point that she quit, she told her supervisors that relations with staff had improved.

**REASONING AND CONCLUSIONS OF LAW:**

The unemployment insurance law disqualifies claimants who voluntarily quit employment without good cause attributable to the employer. Iowa Code section 96.5-1.

The claimant quit work due to conflicts with coworkers and dissatisfaction with the work environment. Under the unemployment insurance rules, these reasons would not provide good cause for leaving employment. See 871 IAC 24.25(6) (inability to work with coworkers not good cause for quitting) and 871 IAC 24.25(21) (dissatisfaction with the work environment not good cause for quitting). The preponderance of the evidence does not show intolerable or detrimental working conditions or other good cause for quitting.

**DECISION:**

The unemployment insurance decision dated December 9, 2009, reference 01, is affirmed. The claimant is disqualified from receiving unemployment insurance benefits until she has been paid wages for insured work equal to ten times her weekly benefit amount, provided she is otherwise eligible.

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Steven A. Wise  
Administrative Law Judge

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Decision Dated and Mailed

saw/pjs