

Client Training HQ

Fact-Finding Questions for Voluntary Quits

This document is intended to provide a series of fact-finding questions that could potentially be asked by the state when someone files for unemployment, listing the reason for separation as a **voluntary quit**.

Below are the questions identified for a **Voluntary Quit** separation:

Primary Reason for Quitting

Question: What reason did the claimant give for quitting?

Potential Answers:

- No Reason Given
- Seek or Accept Other Employment
- Health Reasons
- Job Dissatisfaction
- In Lieu of Discharge
- Personal Reasons
- Failure to Report for Work/Job Abandonment
- Retirement
- Working Conditions
- Not Listed Above

Follow-Up Questions Based on Specific Reasons

If Health Reasons:

- **Notification:** Did the claimant notify the employer of the medical issue prior to separation?
- **Leave Request:** Prior to the separation, did the claimant request a medical leave of absence?
- **Leave Availability:** Was a medical leave of absence available if one had been requested?
- **Leave Approval:** Was the leave of absence approved?
- **Advice to Quit:** Did a licensed healthcare provider advise the claimant to quit?
- **Medical Statement:** Was there a medical statement provided?
- **Work Restrictions:** Did the claimant have work restrictions?
- **Work Accommodations:** Did the company have work the claimant could perform with the work restrictions?

If in Lieu of Discharge:

- **Potential Discharge:** Was the claimant going to be discharged if they hadn't quit?

Note: Selecting "Yes" for this field will trigger a pop-up message redirecting the user to the Discharge Question set.

If failure to Report/Abandonment:

- **Incident Dates:** What date did the claimant fail to report?
- **Late Contact:** Did the claimant contact the employer to explain the failure to report on the last absence after the fact?

If Job Dissatisfaction or Working Conditions:

- **Dissatisfaction Details:** With what part(s) of the job was the claimant dissatisfied?
- **Condition Changes:** Were the working conditions or duties changed?
- **Permanence:** Were the changes permanent?

General Voluntary Quit Questions

- **Work Availability:** Was continuing work available?
- **Hiring Agreement Changes:** Were there changes in the claimant's hiring agreement that contributed to the claimant quitting?
 - **Answer Options Available:** "No Change", "Hours", "Job Duties", "Rate of Pay", "Job Location", or "Not Listed Above"

Note: If "Not Listed Above" is selected from the available answer options, provide additional details in the Comments section, if available.

- **Efforts to Avoid Quitting:** Did the claimant take actions to avoid quitting?
- **Notice Given:** Did the claimant give notice?
 - **If Yes:** Did the claimant work out their notice?
 - **If Notice Not Worked Out:** Was the claimant paid through the notice period?

Supporting Comments and Information

- **Voluntary Separation Comments:** Provide any additional information regarding the claimant's leaving.
- **Attachments:** Do you have any attachments which support your responses?

More Training Available!

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