**SECTION: HARASSMENT, DISCRIMINATION & RETALIATION PREVENTION**

**POLICY: Complaint Process EFFECTIVE DATE: insert date adopted**

**STATEMENT OF PURPOSE:**

The City encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment or other egregious behavior.

**DEFINITIONS:**

1. Prompt: Quick to act or to do what is required.
2. Complaint: A complaint is an expression of dissatisfaction, often about something perceived as unfair, wrong, or inadequate.
3. Concern: A concern is an expression of worry or doubt about something considered important, often seeking reassurance.

While both involve dissatisfaction or worry, a complaint usually focuses on a specific action or lack thereof, while a concern is broader and might involve a situation, policy, or future possibility.

1. Harassment: Refer to the City’s detailed policy on Harassment
2. Egregious Behavior: Egregious behavior refers to actions or conduct that are conspicuously and outrageously bad or reprehensible, standing out negatively and exceeding what is considered normal or acceptable.

**APPLICABILITY:**

This policy applies to all employees of the City. [Civil Service employees may have a different process]

**PROCEDURES:**

1. Individuals who believe they have been the victims of conduct prohibited by this policy or believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, or human resources.
2. Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.
3. The City will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.
4. Retaliation against an individual for filing a complaint or reporting a harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.
5. Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling or disciplinary action such as a warning, reprimand, withholding of a promotion or pay increase, the City believes appropriate under the circumstances.
6. If a party to a complaint does not agree with its resolution, that party may appeal to [insert appeal recipient]
7. False and malicious complaints of harassment, discrimination, or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.