

# Complaint Procedure

(Harassment, Workplace Violence, Discrimination, Hostile Work Environment, and Grievance)

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

If you believe you have been subjected to unlawful workplace harassment of any type, workplace violence, discrimination, or a hostile work environment, it is important to report the incident as soon as possible after the incident occurs. This allows an investigation to occur more quickly and helps ensure resolution can be reached.

## Policy Statement

If you believe you have been subject to unlawful harassment, it is important that you 1.) inform the individual that their behavior is unwelcome, offensive, or inappropriate, and 2.) inform your supervisor or Human Resources. Employees who witness unlawful harassment, violence, or discrimination in the workplace must immediately inform their supervisor or Human Resources.

Using the form below, tell your supervisor or Human Resources what happened, who was involved, who may have seen the incident, and how you would like to resolve the issue. Your supervisor will forward all completed forms to Human Resources.

Human Resources will investigate any allegation of harassment, workplace violence, discrimination, or hostile work environment as thoroughly and carefully as possible. While every effort will be made to protect privacy, the City cannot guarantee total confidentiality during an investigation or subsequent disciplinary processes (if applicable). Employees bringing legitimate complaints or allegations will not suffer any workplace reprisals or retaliation in any form as a result of bringing the complaint or allegation forward.

After Human Resources receives a complaint, you will be contacted, and appropriate action will be taken to prevent the continuation of inappropriate or unsafe behavior during the investigation. Then, Human Resources or an appointed investigator will meet with you, all employees present during the incident(s), along with any other witnesses. Human Resources will prepare a report which includes:

- A summary of the incident(s)
- A list of the people who were interviewed
- Details of the investigation and initial findings
- Recommendations for next steps

The report will be provided to the appropriate department head (s) for review, and a decision will be made regarding the appropriateness of disciplinary action. If the report does not find sufficient evidence that a violation occurred, all parties will be informed the investigation has concluded. If the findings show a violation may have occurred, the City's progressive discipline policy will be followed.

Following the conclusion of all processes related to the complaint or allegation, Human Resources will contact you and your department head in order to check in and make sure the work environment meets City standards and continues to be free of unlawful harassment, violence, and/or discrimination.

## Contact Information

Human Resources Director  
hr@cityofames.org  
515-239-5199

# Employee Complaint Form

Name \_\_\_\_\_ Position \_\_\_\_\_

Department \_\_\_\_\_ Date of Incident \_\_\_\_\_

Date of Complaint \_\_\_\_\_

Name(s) of Person(s) Accused of Unlawful Harassment, Workplace Violence, Discrimination, or causing a Hostile Work Environment \_\_\_\_\_

Please indicate the nature of the complaint \_\_\_\_\_

Describe the incident (s). Please be specific and indicate location, date, witnesses, and the details of the incident itself. You may attach additional pages if necessary to be complete.

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How would you like the issue resolved?

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Employee Signature \_\_\_\_\_

Human Resources/Supervisor received on \_\_\_\_\_

Human Resources/Supervisor signature \_\_\_\_\_