

POLICY 203 CONCERNS OR COMPLAINTS

1. **Purpose.** To provide a process to address concerns outside the realm of formal grievance procedures.
2. **Policy.**
 - 2.1 The Concerns or Complaints Procedure should be used to address concerns that are not covered by a formal grievance procedure. These concerns may involve such issues as public and department policy; compliance with state, federal or local law; and potential or perceived conflicts of interest. It is the desire of the County, when practicable, to address concerns informally, and both supervisors and employees are expected to make every effort to resolve problems as they arise.
3. **Procedure.**
 - 3.1 Employees are encouraged to share complaints and concerns. They may do so using the following mechanisms:
 - Using the online anonymous reporting tool from Lighthouse (www.lighthouse-services.com/eauc Clairecounty)
 - Verbally to the County Administrator, or a Supervisor/Manager
 - Via email to the County Administrator
 - 3.2 The County Administrator will meet with the employee to discuss the concern as needed to identify appropriate next steps. This may require the County Administrator to initiate a report to be counter-signed by the employee. All complaints will be logged as to final resolution and disposition.
 - 3.3 Eau Claire County will not tolerate retaliation or harassment of an employee who shares a concern or complaint if the complaint is truthful and is made in good faith.
 - 3.4 If the complaint is deemed to be covered by a formal grievance procedure, it will be referred to the Director to proceed accordingly under the applicable grievance procedure.
 - 3.5 The County Administrator or his/her designee will normally meet with the employee, department head and all interested parties within fifteen (15) working days of receipt of the complaint and attempt to reach a solution to the problem. Information concerning a complaint will be shared on a “need to know” basis. While efforts will be made to maintain the confidentiality of each

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complaint, no guarantee of confidentiality can be assured. Follow-up actions and/or referrals taken will be documented.

4. Formal Grievance Procedures.

4.1 Employees are expected to follow the formal grievance procedure that are in place for.

4.1.1 Disputes concerning Employee Discipline and Workplace Safety;

4.1.2 Discrimination Complaints through a procedure set forth in the “Eau Claire County Affirmative Action Plan”;

4.1.3 Sexual Harassment Complaints as set forth in Eau Claire County’s “Policy for Investigation of Allegations Sexual harassment and Other Unwelcome Conduct”.

5. Appendices.

5.1 General Complaint Form (Appendix 203 A)