



**City of Commerce, California  
Human Resources Policy and Procedure Manual**

---

**SUBJECT: HARASSMENT- FREE WORKPLACE**

**PURPOSE:**

State and federal law expressly prohibit discrimination and/or harassment based on age (40 and above), ancestry, color, disability (physical and mental, including HIV and AIDS), genetic information, gender identity, gender expression, marital status, medical condition (including genetic characteristics, cancer or a record or history of cancer), military/veteran status, national origin, race, religion (including religious dress and grooming practices), sex/gender (including pregnancy, childbirth, breastfeeding and/or related medical conditions), sexual orientation, or any other basis protected by applicable federal, state, or local law, including association with individuals with these protected characteristics or perception that an individual has one or more of these protected characteristics.

The City is committed to maintaining a work environment that is free from discrimination, harassment (including sexual harassment), and/or retaliation. The City maintains a strict policy prohibiting discrimination, harassment (including sexual harassment), and/or retaliation. This policy applies to City of Commerce applicants, Councilmembers, City Commissioners, officials appointed to City committees, executives, managers, supervisors, employees, volunteers, interns, and independent contractors, and the purpose of this Policy is to define and forbid discriminatory and/or harassing conduct, prohibit the condoning or perpetuating of such conduct, and to provide an efficient means for reporting and resolving complaints of discrimination, harassment (including sexual harassment) and/or retaliation.

Discrimination, harassment, and/or retaliation are misconduct that can decrease work productivity, decrease moral, and cause emotional and physical damage. Incidents of discrimination, harassment, and/or retaliation can result in serious economic implications such as high turnover, ineffective use of time during working hours, costs paid for nonproductive work hours, and employee absences due to hearings and meetings related to discrimination, harassment and/or retaliation complaints.

**POLICY:**

The City considers discrimination, harassment, and retaliation as serious misconduct, and is firmly committed to the philosophy that every employee has the right to work in an environment free from such misconduct. All employees are expected to adhere to a standard of conduct that is respectful to all persons within the work environment and compliant with this policy and all applicable federal, state, and local laws and regulations governing workplace conduct.

The City's policy strictly prohibits unlawful discrimination and harassment on the basis of

based on age (40 and above), ancestry, color, disability (physical and mental, including HIV and AIDS), genetic information, gender identity, gender expression, marital status, medical condition (including genetic characteristics, cancer or a record or history of cancer), military/veteran status, national origin, race, religion (including religious dress and grooming practices), sex/gender (including pregnancy, childbirth, breastfeeding and/or related medical conditions), sexual orientation, or any other basis protected by applicable federal, state, or local law, including association with individuals with these protected characteristics or perception that an individual has one or more of these protected characteristics.

In keeping with this commitment, the City maintains and follows a strict policy prohibiting unlawful discrimination, harassment, and retaliation in any form, including verbal, sexual, physical and visual harassment, coercion, and/or reprisal.

This policy applies to City of Commerce applicants, Councilmembers, City Commissioners, officials appointed to City committees, executives, managers, supervisors, employees, volunteers, interns, and independent contractors. This policy also applies to all phases of the employment relationship, including recruitment, testing, hiring, upgrading, promotion/demotion, transfer, layoff, termination, rates of pay, benefits and selection for training. The City does not tolerate discrimination, harassment (including sexual harassment) or retaliation at the workplace, or in any work-related situation by anyone. If, after a prompt and thorough investigation, it is determined that an employee has engaged in discrimination and/or sexual or other harassment, that employee will be disciplined, up to and including discharge.

## **DEFINITIONS:**

- A. Legally Protected Category - based on age (40 and above), ancestry, color, disability (physical and mental, including HIV and AIDS), genetic information, gender identity, gender expression, marital status, medical condition (including genetic characteristics, cancer or a record or history of cancer), military/veteran status, national origin, race, religion (including religious dress and grooming practices), sex/gender (including pregnancy, childbirth, breastfeeding and/or related medical conditions), sexual orientation, or any other basis protected by applicable federal, state, or local law, including association with individuals with these protected characteristics or perception that an individual has one or more of these protected characteristics.
  
- B. Discrimination - Discrimination is any action or conduct by which an employee is treated differently or less favorably than other employees similarly situated to him or her for the sole reason that he or she is a member of a legally protected category. For example, it would be discrimination for an individual to be denied employment or terminated from employment solely because that individual has a disability or is 40 years of age or older.
  
- C. Harassment - Unlawful harassment is any verbal or physical conduct based on an employee's membership in a legally protected category that is sufficiently severe or pervasive so as to affect an employee's work performance negatively and/or alter the conditions of employment, and/or creating an intimidating, hostile or otherwise offensive working environment.

Harassing conduct can take many forms and includes, but is not limited to, slurs, jokes, statements, gestures, pictures, or computer images regarding an employee's legally protected characteristic. Harassment on the job is prohibited whether it involves co-worker harassment, harassment by a Councilmember, City Commissioner, officials appointed to a City committee, executive, manager, supervisor, employee, volunteer, intern, or harassment by third parties doing business with or for the City.

- D. Sexual Harassment - Sexual harassment is defined as the unwelcome sexual physical or verbal conduct in the workplace and is a form of discrimination based on sex/gender (including pregnancy, childbirth, or related medical conditions), gender identity, gender expression, or sexual orientation. Individuals of any gender can be the target of sexual harassment. Unlawful sexual harassment does not have to be motivated by sexual desire. Sexual harassment may involve harassment of a person of the same gender as the harasser, regardless of either person's sexual orientation or gender identity.

Sexual harassment occurs when:

- i. Submission to such conduct is made a term or condition of employment or relates to the conditional receipt of employment benefits, such as hiring, compensation and advancement;
- ii. Submission to or rejection of such conduct is used as basis for making employment decisions affecting the individual; or
- iii. Such conduct is severe or pervasive to the extent that it has the purpose or effect of unreasonably interfering with an employee's work performance or creates an intimidating, hostile or offensive working environment.

Sexual harassment can occur between members of the same or opposite sex. Sexual harassment need not be motivated by sexual desire. Sexual harassment on the job is prohibited whether it involves co-worker harassment, harassment by a supervisor or manager, harassment by a Councilmember, City Commissioner, or official appointed to a City committee, harassment by a subordinate, or harassment by third parties doing business with or for the agency.

Examples of the type of conduct that can constitute unlawful harassment or sexual harassment include, but are not limited to, the following:

1. Verbal harassment - Verbal sexual advances or propositions, jokes, epithets, derogatory or degrading comments or slurs, graphic commentaries about an individual's body or other suggestive comments made on the basis of a legally protected category. Kidding or joking about sex or membership in a legally protected class. Knowingly making conversation or statements which can be interpreted or received as a play on words or a double entendre. This

includes posting or sending harassing messages or videos via text, Facebook, instant messaging apps, or other social media sites or apps.

2. Physical harassment - assault, impeding or blocking movement, interference with normal work movement, massages, unwanted hugs, sitting on laps, or other unwanted touching of any type.
3. Visual forms of harassment - leering, making derogatory gestures, derogatory posters, inappropriate or offensive pictures, notices, bulletins, cartoons, drawings, e-mails, texts, instant messages, social media messages or posts, computer screen savers, faxes or other depictions of a sexual nature in any medium or on any social media site or app.
4. Sexual conduct - unwelcome sexual advances, requests for sexual favors, propositions, graphic comments, sexually degrading words, suggestive or obscene messages or invitations, and any other verbal or physical conduct of a sexual nature which is made a condition of an employment benefit or unreasonably interferes with an individual's work performance and creates an offensive work environment. Continued suggestions or invitations to social events outside the workplace after being told such suggestions are unwelcome.

- E. Retaliation - Taking adverse employment action against an employee because of (1) the employee's good faith report of or opposition to a practice the employee believes to constitute employment discrimination, harassment, and/or retaliation or (2) because of the employee's participation in an employment discrimination, harassment, and/or retaliation investigation, proceeding, or hearing.

Examples of conduct that can constitute protected activity include, but are not limited to, the following:

- i. Protected good faith opposition to or reporting of perceived or actual discrimination, harassment, and/or retaliation, or refusing to tolerate or engage in prohibited conduct, or threatening to file a complaint with any federal, state, or administrative agency or court. Protected opposition also includes a complaint or protest made on behalf of another employee or made by the employee's representative. Complaints or oppositions that are intentionally false and/or not made in good faith are not protected.
- ii. Protected participation such as filing a charge, testifying, assisting, or participating in an internal or administrative investigation, proceeding, or hearing, and/or litigation under federal or state statutes.

Examples of conduct that can constitute an adverse employment action

include, but are not limited to, the following:

1. Adverse employment actions such as disciplinary actions, unwarranted negative performance evaluations, undesirable transfers, negative comments, unwarranted criticism, unwarranted exclusion from meetings or events, or undesirable change in work duties, unwarranted discipline, or any action that is taken because of the employee's complaint of or opposition to harassment or discrimination, or because of the employee's participation in an employment discrimination or harassment investigation, proceeding, or hearing.
- F. Supervisor: Supervisor is defined as an employee with the authority to direct employees, address or respond to grievances, hire, transfer, suspend, layoff, recall, promote, discharge, assign, regard, or discipline other employees, or make such recommendations, if, in connection with the foregoing, the exercise of that authority is not merely of a routine or clerical nature, but requires the use of independent judgment.
- G. Councilmember: Any member of the City Council.
- H. City Commissioner: Any member of a City Commission.
- I. Official Appointed to a City Committee: Any member of a City Committee.

Contact your supervisor, the Human Resources Director, your department Director, or any other supervisory employee if you have any questions regarding these definitions or examples of discrimination, harassment, or sexual harassment, or uncertainty as to what constitutes discrimination, harassment, or sexual harassment or, uncertainty as to what constitutes prohibited conduct under the City's policy. The individual that you contact is required to report this information to the Human Resources Department.

### **REPORTING DISCRIMINATION OR HARASSMENT:**

The City encourages reporting of all actual or perceived incidents of discrimination, harassment, and/or retaliation. If you believe the conduct or actions of a co-worker, applicant, Councilmember, City Commissioner, official appointed to a City committee, executive, manager, supervisor, employee, volunteer, intern, independent contractor, vendor, visitor or patron to be discriminatory, harassment, retaliatory, or otherwise in violation of this policy, you are encouraged, but not required to inform the person of the conduct that you find offensive and request that the person cease this behavior. If you do not wish to speak with the person directly, or if your attempts to do so have failed, you should file a complaint with the Department of Human Resources. However, a decision not to speak with the person directly does not prevent the employee from filing a complaint, nor does it in any way exonerate the accused person.

City management shall be readily available and receptive to receiving complaints of discrimination, sexual or other harassment. If an employee, volunteer, intern, or independent contractor, feels that he or she is being discriminated against or harassed by another employee, a Councilmember, executive, manager, supervisor, volunteer,

intern, independent contractor, vendor, visitor or patron, the individual shall immediately report the facts of the incident or incidents and the name(s) of the individual(s) involved to his or her immediate supervisor. If the matter cannot be discussed with the immediate supervisor or the immediate supervisor is the subject of the complaint, the employee shall contact the Director of Human Resources, who will schedule a meeting to discuss the complaint. If the matter cannot be discussed with the Director of Human Resources, the employee shall contact the City Administrator, who will schedule a meeting to discuss the complaint.

Complaints should be made as soon as possible after the incident to the appropriate City employee or office. Following the initial report of the alleged misconduct, a written and signed statement of the complaint shall be prepared to assist the City in investigating the complaint. The written complaint should be prepared by either the complainant, or, in consultation with the complainant, the complainant's supervisor, the Director of Human Resources, or City Administrator may prepare the written complaint. Written complaints should include the following information:

1. The complaining party's name, department and position title.
2. The name of the person or persons committing the discrimination, harassment (including sexual harassment), and/or retaliation, including their title(s), if known.
3. The specific nature of the harassment or discrimination, the period of time of the harassment or discrimination, any employment action (demotion, failure to promote, dismissal, refusal to hire, transfer, etc.) taken against the victim as a result of the harassment or discrimination (if applicable), or any other threats made against the victim as a result of the harassment or discrimination.
4. The name of any witnesses to the harassment (including sexual harassment), discrimination and/or retaliation.
5. Any documentation or other evidence to support the allegations of the complaint, if any.
6. Whether the complaining party previously has reported such discrimination, harassment (including sexual harassment) and/or retaliation, and, if so, when and to whom.

Notification to the City is essential. The City cannot resolve discrimination or a sexual or other harassment problem unless it is known. Therefore, it is the responsibility of the employee to bring these kinds of concerns to the attention of the City so that the necessary steps can be taken to correct the problem.

The complainant will be assured that he or she will not be penalized in any way for reporting discrimination, sexual harassment or other harassment. This would be considered retaliation and it is unlawful for an employer to retaliate against employees who oppose practices prohibited by state and federal law, file complaints, or otherwise participate in an

investigation, proceeding or hearing conducted by the California Department of Fair Employment and Housing (“DFEH”) or the Equal Employment Opportunity Commission (“EEOC”). Additionally, the City will not tolerate any employees who interfere with its own internal investigations and its own internal complaint procedure, and failure to follow this requirement may lead to disciplinary action, up to and including termination.

Employees are also protected from sexual or other harassment by non-employees (e.g. vendors, visitors). Any employee who is the victim of any discrimination or harassment by a non-employee or observes this conduct toward another City employee should report such discrimination or harassment to his or her immediate supervisor, the Director of Human Resources or the City Administrator and appropriate action will be taken. Likewise, employees who observe or are advised about the discrimination, sexual or other harassment of another employee are encouraged to follow these reporting procedures.

Any applicant, Councilmember, City Commissioner, official appointed to a City commission, executive, manager, supervisor, employee, volunteer, intern, or independent contractor who believes that he or she has been the victim of sexual or other prohibited harassment by an applicant, Councilmember, City Commissioner, executive, manager, supervisor, employee, volunteer, intern, independent contractor, vendor, visitor or patron may contact and/or file a complaint with the California Department of Fair Employment and Housing (“DFEH”) or the Equal Employment Opportunity Commission (“EEOC”). The phone number for the EEOC is (800) 669-4000 (voice), (800) 669-6820 (TTY), and (844) 234-5122 (ASL Video Phone). The phone number for the DFEH is (800) 884-1684 (voice), (800) 700-2320 (TTY), or California Relay Service at 711.

All employees should note that the failure to use the agency’s complaint procedure may have an adverse effect on any legal claim under this policy if such claims are litigated.

### **SUPERVISOR OBLIGATIONS:**

Any supervisor who receives a complaint of discrimination, harassment, and/or retaliation; witnesses discrimination, harassment, and/or retaliation; or has any reason to believe that discrimination, harassment, and/or retaliation may have occurred in the workplace has a duty to report the conduct immediately to the Director of Human Resources or to the City Administrator.

Executives, managers, and supervisors shall be subject to discipline if they fail to report offensive conduct that potentially constitutes discrimination, harassment, or retaliation if the executive, manager, or supervisor knew or should have known of the offensive conduct in the normal course and scope of their supervisory duties.

### **ANONYMOUS COMPLAINTS:**

The City discourages anonymous complaints. However, any employee who wishes to make a complaint of discrimination, harassment, including sexual harassment, and/or retaliation, but is uncomfortable disclosing his or her identity may do so by following the above complaint procedure and filing the complaint anonymously with the Director of Human Resources or the City Administrator.

Employees should know, however, that anonymity in the complaint procedure may compromise or limit the City's ability to complete a thorough investigation.

Employees should also be aware that should the City learn of the identity of an anonymous complainant, the City cannot guarantee that his/her identity will remain confidential, if the City determines in its discretion that disclosure is necessary to complete the investigation.

## **CITY'S RESPONSE TO COMPLAINTS AND INVESTIGATION PROCESS:**

### **A. Investigation of Complaints**

Upon the filing of a complaint with the City, the complainant will be provided with a copy of this policy and a complaint form. The Human Resources Department is the department designated by the City to investigate complaints of harassment. The Director of Human Resources may, however, delegate the investigation at his/her discretion. In the event the harassment complaint is against the Director of Human Resources, an investigator shall be appointed by the City Administrator.

The Director of Human Resources will ensure all reported complaints of harassment of or discrimination of any kind are investigated promptly and thoroughly, in an impartial and objective manner. The investigation will include obtaining information from the person accused of harassment, discrimination, or retaliation and will make every attempt to interview all individuals who may have information relevant to the alleged misconduct. At the close of the investigation, the Director of Human Resources will also ensure that all appropriate remedial actions are taken.

Any employee who has information that could potentially assist the City in its investigation of alleged discrimination, harassment (including sexual harassment), or retaliation, should immediately contact the Director of Human Resources or City Administrator. Employees who fail to disclose potentially relevant information may be subject to discipline.

Employees who are the subject of complaints may be placed on administrative leave until the conclusion of the investigation.

The City will document each complaint and track each investigation to ensure reasonable progress, timely closure, and that investigation results in reasonable findings based on the evidence collected.

### **B. Confidentiality**

Confidentiality is vital to the successful investigation of alleged discrimination harassment and retaliation, and any investigation related to a complaint under this policy will be conducted with as much confidentiality as possible and with respect for the rights of all individuals involved. Efforts will be made to protect the privacy of the parties involved in a complaint. Information related to the investigation will only be provided to those individuals on a "need to know" basis or as may be necessary to protect the City's interest, including to the City Administrator and City Attorney.



The purpose of this provision is to protect the confidentiality of the employee who files a complaint, to encourage the reporting of any incidents of harassment or discrimination, and to protect the reputation of any employee wrongfully charged with harassment or discrimination. All records and information relating to the investigation of any alleged harassment and resulting disciplinary action shall be confidential, except to the extent disclosure is required by law, as part of the investigatory or disciplinary process, or as otherwise reasonably necessary. The City retains sole discretion to determine whether disclosure of information is necessary to complete the investigation.

All employees involved in the investigation of discrimination, harassment, and/or retaliation complaints as either investigator(s), complainant(s), witness(es), or accused(s) should keep all information related to the investigation confidential, except as expressly permitted or required by law, such as in discussion with a legal representative. Depending on the nature of the investigation, employees may be expressly prohibited from sharing or discussing any information related to an investigation to protect witnesses, evidence, or the integrity of the investigation. Failure to follow this policy may subject the employee to discipline, as the confidential nature of the complaint and the investigation is vital in protecting the privacy rights of all parties involved.

#### C. Cooperation with Investigation

All employees involved in a workplace investigation into alleged discrimination, harassment, and/or retaliation are required to fully and truthfully cooperate with the investigation. Failure to fully and truthfully cooperate with the investigation is grounds for disciplinary action, up to and including, termination. It is important for the complaining party, the accused party, and all persons interviewed as witnesses during the investigation to understand that they should not discuss the investigation, and that it is a violation of this policy to interfere with an investigation or to conduct a separate investigation at any time. The City will not tolerate any employee who interferes with the City's internal investigations or internal complaint procedures. All employees are prohibited from engaging in retaliation as set forth in this policy.

#### D. Internal Documentation Procedure

The investigator shall make and keep a written/recorded record of the investigation, including notes of verbal responses made to the investigator by the person complaining of harassment, witnesses interviewed during the investigation, the person against whom the complaint of harassment was made and any other person contacted by the investigator in connection with the investigation. The investigator's notes shall be made at the time the verbal interview is in progress. Any other documentary evidence shall be retained as part of the record of the investigation.

Upon completion of the investigation, the results shall be given to the Director of Human Resources. A copy of the completed investigation will be given to the City Attorney and City Administrator.

#### E. City's Determination and Corrective Action

Based on the report and any other relevant information, the investigator shall, within a reasonable period of time, determine whether the conduct of the person against whom a complaint has been made constitutes discrimination, harassment, or retaliation. In making that determination, the investigator shall look at the record as a whole and at the totality of circumstances, including the nature of the conduct in question; the context in which the conduct, if any, occurred; and the conduct of the person complaining of harassment. The determination of whether discrimination, harassment, or retaliation occurred will be made on a case-by-case basis by the investigator in consultation with the City Attorney and City Administrator.

The City will make its determination and communicate that determination to the complaining employee and to the party subject to the complaint. The complainant is not entitled to copies of any notes or other written materials regarding the investigation, as such are considered confidential documents. If it is determined that the party subject to the complaint has violated City policies, appropriate corrective action will be taken in accordance with established City disciplinary procedures, up to and including discharge. Disciplinary action shall be consistent with the nature and severity of the offense, the rank of the harassing party, and any other factors relating to the fair and efficient administration of the City's operations. The complaining employee will be informed of any remedial measures to be taken by the City.

The information and definitions set forth in this policy are based on the legal definitions of discrimination, harassment, and/or retaliation. In light of the City's affirmative duty to prevent the unlawful conduct defined in this policy and desire to provide a respectful work environment for all employees, the City reserves the right to take appropriate corrective action when an employee engages in conduct that may not fully meet the legal standards set forth herein, but is nevertheless inappropriate workplace behavior. For example, the City may take reasonable action to correct inappropriate conduct, even if such conduct was not subjectively unwelcome or offensive, or if it does not meet the legal threshold of severe or pervasive.

Disciplinary action shall be consistent with the nature and severity of the offense, the rank of the harassing party, and any other factors relating to the fair and efficient administration of the City's operations.

#### F. Bad Faith and Intentionally False Accusations

As set forth above, the City vigorously defends its employees' right to work in an environment free of discrimination, sexual or other harassment. However, the City also recognizes that false accusations of discrimination, sexual or other harassment can have serious consequences to an individual's career and reputation.

While the City encourages employees to raise questions regarding discrimination, sexual or other harassment with his or her immediate supervisors, department heads, the Director of Human Resources or the City Administrator, employees should act responsibly in reporting discrimination, sexual and other harassment. Any employee who is found, through the City's investigation, to have deliberately and falsely accused another person of discrimination, harassment, and/or retaliation will be subject to appropriate disciplinary action, up to and including, discharge.

#### G. Retaliation

Retaliation against anyone for opposing conduct prohibited by this policy or for filing a complaint with or otherwise participating in an investigation, proceeding or hearing conducted by the City, the Department of Fair Employment and Housing or the Equal Employment Opportunity Commission is strictly prohibited by the City and state regulations. It may subject the offending person to, among other things, disciplinary action, up to and including, termination of employment.

### **ADDITIONAL ENFORCEMENT INFORMATION**

Employees who believe they have been discriminated, harassed, or retaliated against may, within one year of the conduct, also file a complaint of discrimination with the California Department of Fair Employment and Housing ("DFEH") or the federal Equal Employment Opportunity Commission ("EEOC"). DFEH and/or the EEOC may also investigate and process the complaint. Violators are subject to penalties and remedial measures that may include sanctions, fines, injunctions, reinstatement, back pay and damages.

### **TRAINING AND POLICY DISSEMINATION**

In accordance with AB 1825 and AB 2053, the City requires supervisory employees be trained on preventing sexual harassment and abusive conduct in the workplace every two years. In addition, all persons appointed or promoted to supervisory positions shall be trained within six months of the appointment or promotion, if the supervisory employee is a new hire or was promoted from a non-supervisory position.

Supervisory training shall last for a minimum of two hours.

In accordance with AB 1661, the City requires members of the City Council and any other elected local official who earns any type of compensation, salary, or stipend be trained on preventing sexual harassment. The two-hour training must be completed within six months of taking office, and every two years thereafter. City officials who serve more than one local agency may satisfy the training requirements once every two years; without regard to the number of local agencies he or she serves.

In order to model and establish best practices, the City shall also require that non-supervisory employees be trained on preventing sexual harassment in the workplace every two years.

All Councilmembers, City Commissioners, officials appointed to City committees, executives, managers, supervisors, employees, volunteers, and interns shall be given a copy of this policy as part of their initial orientation with the agency, and shall be given a copy in conjunction with any training they attend. The policy will also be distributed to all Councilmembers, City Commissioners, officials appointed to City committees, executives, managers, supervisors, employees, volunteers and interns on an annual basis. Individuals receiving this policy will be required to sign an acknowledgement that they have completed the training and/or received and reviewed a copy of the policy.

The City trusts that employees will act responsibly to establish a respectful environment free of discrimination, harassment, or retaliation. The City encourages employees to raise questions regarding discrimination, harassment, or retaliation at any time with their immediate supervisors, department heads, the Human Resources Director or the City Administrator.

**PROCEDURE**

<b>Responsibility:</b>	<b>Action</b>
Department Head	1. Discuss this policy including the complaint procedure with all employees. Documentation of discussions of this policy with employees will be maintained. 2. Monitor the work environment to ensure reasonable steps have been taken to prevent unlawful harassment or discrimination from occurring. 3. Ensure that no one who reports unlawful harassment or discrimination or who assists in the investigation process is retaliated against.
Employee	4. Notifies supervisor and/or Human Resources Department of complaint.
Supervisor/Department Head	5. Notifies Human Resources Department of complaint.
Human Resources Director	6. Obtains factual written statement of complaint. 7. Assigns Human Resources staff to conduct investigation of complaint, or seeks approval of City Administrator/City Attorney to conduct an outside investigation, if deemed necessary.
Human Resources Staff/ Investigator	8. Conduct investigation by interviewing complainant subject, witnesses, and supervisor as appropriate.
Employee	9. Cooperates in the investigation and responds fully and truthfully to questions.
Human Resources Director	10. Reviews factual information collected and provides recommendations to City Attorney and City Administrator as to disposition of complaint.

- City Administrator/City Attorney 11. Authorizes appropriate and timely action,  
and notifies complainant and individual that is  
the subject of the complaint of the outcome  
of the investigation.
- Department Head 12. Takes appropriate and timely action.