

COMPLAINT PROCEDURE POLICY

If an employee believes there has been a violation of the Equal Employment Opportunity (EEO) policy or harassment based on a protected class, including sexual harassment, please use the following complaint procedure. Douglas County Libraries (the "Library") has established a program designed to prevent harassment, deter future harassers, and protect employees from harassment. The Library takes prompt action to investigate and/or address alleged discriminatory or unfair employment practices. The Library also takes prompt remedial actions, when warranted, in response to complaints of discriminatory or unfair employment practices. The Library therefore expects employees to make a timely complaint to enable the Library to investigate and correct any behavior that may be in violation of this policy.

Report the incident to a Division Director who will investigate the matter. The employee complaint will be kept as confidential as practicable. If the employee prefers not to go to this individual with their complaint, they should report the incident to the Human Resources Manager.

The Library prohibits retaliation against an employee for filing a complaint under this policy or assisting in a complaint investigation. If an employee perceives retaliation for making a complaint or participating in the investigation, please follow the complaint procedure outlined above. The situation will be investigated.

Issues involving the Executive Library Director or Board of Trustees members are referred to the Board President, or if involving the Board President, the Board Vice-President. The Board President or Vice-President must refer those issues to legal counsel for consultation and investigation. The Board President or Vice-President will decide resolution, either based on legal counsel advice, or by bringing the matter before the full Board for action. For issues involving the Executive Director or Board of Trustees members covered by this process, the Board President or Vice-President must communicate the resolution of investigations to the claimant, the Board, and the Executive Library Director.

If the Library determines that an employee's behavior is in violation of these policies, disciplinary action will be taken up to and including termination of employment.