m Procedure for Agency Internal Complaint

RESPONSIBILITY	ACTION
EMPLOYEE/ COMPLAINANT	
	1. File a Complaint with the Agency EOC Officer. (If employee/complainant concludes or otherwise believes that reporting the incident to the Agency EOC Officer is not convenient or comfortable, the incident may be reported to a supervisor or human resources officer.)
AGENCY EOC OFFICER	
	2. Inform the complainant that he or she has 300 days to file a charge with an outside agency.
	3. Ask basic questions to ascertain the general nature of the complaint.
	4. The initial investigation should begin immediately, but no later than three (3) working days from the receipt of the complaint. Collect all relevant information from the complainant to determine whether the complaint is based upon the definition of sexual harassment. If there is sufficient information to indicate that a valid complaint has been made, proceed to 6.
	5. If there is not sufficient information the PROCEDURE ENDS HERE. Explain the reasons for ending the procedure to the complainant. File a report containing the name, date, description of complaint, and reason for concluding that there is insufficient information to proceed. This should be done within ten (10) days of receipt of the complaint. Remind the complainant of his/her right to file an external complaint.
	6. Determine the scope of the investigation, i.e., who to contact for information, what questions to ask, what documents to request, and the order in which interviewing will be conducted.
	7. Proceed with the investigation, to ascertain validity of the allegations made in the complaint.

8. Finalize a draft containing the findings within ten (10) days of receipt of the initial complaint. The draft document should include the nature of the complaint, results of interviews, findings and conclusions, and recommendation for disciplinary action if warranted.

DESIGNATED PANEL/ AGENCY EOC OFFICER

9. Department head or designee shall review the final draft within three (3) days of receipt and shall forward any comments, suggestions or recommendations to the Agency EOC Officer for finalization. The findings shall be finalized and signed by Agency EOC Officer and department head within two (2) days.

AGENCY EOC OFFICER

10. If the complaint is upheld, the recommended resolution is implemented immediately. If the complaint is not upheld, no action is taken.

11. Discuss the findings with the parties and remind each party of appropriate behavior and standards for the work environment.

12. If disciplinary action is taken, the extent of discipline will depend upon the nature and severity of the sexual harassment.