



CITY OF GREEN BAY PERSONNEL POLICY

Policy Title Complaint Procedure	Policy Reference Chapter 15
Policy Source Human Resources Department	Legal Review Date
Personnel Committee Approval	City Council Approval

15.1 Filing Process. Complaints by employees and/or private citizens against supervisors or other employees shall be directed to the department head of the employee against whom the complaint is being filed or the Human Resources Director. If the complaint goes to the department head they will make the Human Resources Director and Mayor aware and seek whatever assistance is necessary. If the complaint goes to the Human Resources Director, then they shall immediately forward it to the department head and Mayor and provide advice as to its disposition.

In either case, the department head shall be allowed ample time and opportunity to resolve the matter in-house. If the complainant is not satisfied with the outcome of that effort then they may appeal to the Human Resources Director for a review or thorough investigation.

If the complainant fails to receive satisfaction from the Human Resources Director then the complaint may be filed with the Personnel Committee who shall determine what further measures must be taken to adequately address the problem.

15.2 Whistleblower Protection. When the complainant is an employee, the City shall provide protection against retaliation from individuals who may be negatively impacted by the complaint. Specifically, such complainant may not be disciplined, harassed, ostracized or negatively reassigned solely as a result of the complaint being filed.

Employees who are found to have retaliated against a complainant will subject themselves to discipline which shall be separate, and in addition to, any discipline determined to be appropriate as a result of the City's findings on the initial complaint.

This section does not protect an employee from being disciplined for filing frivolous or fraudulent complaints, nor does it protect them from sanctions stemming from defamation suits.