



City of  
Corpus  
Christi

## ADMINISTRATIVE PROCEDURE

**SUBJECT:** Complaints Against Employees

**NO.** HR 49.0

**EFFECTIVE:** May 1, 2014

**APPROVED:**

Ronald L. Olson, City Manager

Date:

5 May 2014

### I. PURPOSE

To establish the procedures for employees and citizens to promptly bring concerns about potential violations of City of Corpus Christi policies, performance, and standards to the attention of City Management, with the exception of employee grievances, Police or Fire complaints, and complaints involving elected or appointed officials.

### II. SCOPE

If an employee or citizen has a concern about a potential violation, he/she has the responsibility to promptly raise that concern. The City of Corpus Christi treats all complaints in the strictest confidence.

### III. COMPLAINT PROCEDURE

Prior to investigating a complaint against an employee, the City requires that it be signed, in writing and contain contact information of the complainant. The most effective investigations are those that stem from firsthand, verifiable information. The complaint should include as many specific details as possible, including circumstances of the incident and how inappropriate action took place, names of persons involved, including Department and Division, date, time and location the event took place, identify available documentary evidence, and names of any credible witnesses. The emphasis should be on providing necessary factual information.

Anonymous and unsigned complaints against employees will be considered advisory only and may not be investigated.

### IV. REPORTING

Violations should immediately be reported to the employee's supervisor or if that is not feasible, to the next highest person in the employee's chain of command. Violations may also be reported to the Human Resources Department, the City Attorney's Office or the City Manager's Office.

## **V. FEEDBACK**

The person raising the concern will be notified on whether or not a reported policy violation was substantiated. Specific information regarding disciplinary action for policy violations is however confidential between the supervisor and the disciplined employee. Discipline information will not be reported back to the individual raising the concern.

## **VI. RETALIATION**

Retaliation, in any form, against an employee or citizen for reporting a complaint in good faith or for assisting in the investigation, is prohibited. Any incident of retaliation shall be immediately reported in writing to the Director of Human Resources, or designee.

## **VII. FRAUD, WASTE AND ABUSE**

Complaints regarding fraud, waste and abuse should be reported to the City Auditor's Office at (361) 826-8477.

## **VIII. QUESTIONS REGARDING THIS PROCEDURE**

Questions regarding this Procedure shall be directed the Director of Human Resources, or designee, at (361) 826-3878.