Sample Complaint Policy

Our company is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our workers. Such threats might include, but are not limited to, harassment, discrimination, violations of health and safety rules, and violence.

Any employee who witnesses or is subject to inappropriate conduct in the workplace may complain to \_\_[*title of person(s) authorized to take complaints*]\_\_ or to any company officer verbally or in writing. Any supervisor, manager, or company officer who receives a complaint about, hears of, or witnesses any inappropriate conduct is required to immediately notify \_\_[*title of person(s) authorized to take complaints*]\_\_. Inappropriate conduct includes any conduct prohibited by our company policies about harassment, discrimination, discipline, workplace violence, health and safety, wages and hours, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies.

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. Once a complaint has been made, \_\_[*title of person(s) authorized to take complaints*]\_\_ will determine how to handle it. For serious complaints, we will immediately conduct a complete and impartial investigation.

We expect all employees to cooperate fully in company investigations by, for example, answering questions completely and honestly and giving the investigator all documents and other material that might be relevant. All complaints will be handled as confidentially as possible. The company reserves the right to take immediate action in harassment/discrimination complaints to prevent further harassing behavior by separating the employees involved or placing the alleged harasser on paid administrative leave while the investigation is taking place. The company may also decide to use an outside, professional investigator, depending on the severity of the complaint and/or individuals involved.

Any employee who is found in violation of company policies is subject to disciplinary action up to and including termination. The company will consider the following when deciding on corrective action:

* The severity of the incidents;
* How often they occurred;
* How many incidents took place in total;
* The harm to employees, constituents and/or the company;
* Whether the law was violated;
* Whether the workplace policies were violated;
* Whether the employee found in violation holds a position of authority in the company;
* How the company has treated similar incidents in the past; and
* The employee’s history at the company.

If an employee suffered an adverse employment action as the result of substantiated harassment or retaliation, the company will take steps to undo these actions. This may include reinstating an employee who was fired for refusing to acquiesce to harassment, restoring job benefits or promotions an employee may have lost, removing negative evaluations from an employee’s personnel files and/or crediting the employee with any paid leave taken as a result of the harassment.

The company will not engage in or allow retaliation against any employee who makes a good-faith complaint or participates in an investigation. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to \_\_[*title of person(s) authorized to take complaints*]\_\_.

In addition to following the Company’s internal complaint process, employees who have experienced sexual harassment or other employment discrimination may choose to file a complaint with the following state and federal agencies:

Vermont State Attorney General

Civil Rights Unit

Phone: (888) 745-9195

Email: [ago.civilrights@vermont.gov](mailto:ago.civilrights@vermont.gov)

Website: <https://ago.vermont.gov/about-the-attorney-generals-office/divisions/civil-rights/>

U.S. Equal Employment Opportunity Commission

Phone: 1-800-669-4000

Email: [info@eeoc.gov](mailto:info@eeoc.gov)

Website: <https://publicportal.eeoc.gov/Portal/Login.aspx>

Employees also have a right to file a safety and health complaint with the Occupational Safety and Health Administration (OSHA).

Vermont Occupational Safety and Health Administration (VOSHA)

Vermont Department of Labor

Phone: (802) 828-2765

OSHA Complaint Website: <https://www.osha.gov/pls/osha7/eComplaintForm.html>