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## INTERNAL COMPLAINT POLICY

The purpose of the “Internal Complaint Policy” is to afford all employees of The Collaborative Charter Services Organization (“CSO”) the opportunity to seek internal resolution of their work-related concerns. All employees have free access to the Director of Human Resources, the department Director, the Chief Executive Officer, or Board of Directors to express their work-related concerns.

Specific complaints of unlawful harassment, discrimination, and retaliation are addressed under the CSO’s “Prohibiting Unlawful Harassment, Discrimination, and Retaliation” policy.

### **Internal Complaints**

(Complaints by Employees Against Employees)

This section of the policy is for use when a CSO employee raises a complaint or concern about a coworker. If reasonably possible, internal complaints should be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the immediate supervisor. However, in the event an informal resolution may not be achieved or if the complaint is serious in nature against the supervisor, the following steps will be followed by the Director of Human Resources:

1. The complainant will bring the matter to the attention of the Director of Human Resources as soon as possible after attempts to resolve the complaint with the immediate supervisor have failed or were not appropriate; and
2. The complainant will reduce their complaint to writing, indicating all known and relevant facts, in the CSO’s Internal Complaint Form. The Director of Human Resources or designee will then investigate the facts and provide a solution or explanation.
3. If the complaint is about the Director of Human Resources or Chief Executive Officer, the complainant may file their Internal Complaint Form with the President of the CSO’s Board of Directors, who may then confer with the Board and may conduct a fact-finding investigation or authorize a third party investigator on behalf of the Board. The Board President or investigator will report their findings to the Board for review and action, if necessary.

This policy cannot guarantee that every problem will be resolved to the employee’s satisfaction. However, the CSO values each employee’s ability to express concerns, and the need for resolution without fear of adverse consequence to employment.

### **Policy for Complaints Against Employees by Third Parties**

This section of the policy is for use when a third party raises a complaint or concern about a CSO employee. If complaints cannot be resolved informally, complainant may file an Internal Complaint Form with the Director of Human Resources (or Board President if the complaint

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concerns the Director of Human Resources or Chief Executive Officer) as soon as possible after the events that give rise to the complainant's concerns. The written complaint should set forth in detail the factual basis for the complaint.

In processing the complaint, the investigator shall abide by the following process:

1. The investigator shall use their best efforts to talk with the parties identified in the complaint and to ascertain the facts relating to the complaint.
2. In the event that the investigator finds that a complaint against an employee is valid, the CSO may take appropriate disciplinary action against the employee. As appropriate, the CSO may also simply counsel/reprimand the employee as to their conduct without initiating formal disciplinary measures.
3. The CSO's decision relating to the complaint shall be final unless it is appealed to the Board of Directors. The decision of the Board shall be final.

**General Requirements**

1. Confidentiality: All complainants will be notified that information obtained from the complainants and thereafter gathered will be maintained in a manner as confidential as possible, but in some circumstances absolute confidentiality cannot be assured.
2. Non-Retaliation: All complainants will be advised that they will be protected against retaliation as a result of the filing of any complaint or participation in any complaint process.
3. Resolution: The CSO will investigate complaints appropriately under the circumstances and pursuant to the applicable procedures, and if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.

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**INTERNAL COMPLAINT FORM**

Your Name: \_\_\_\_\_ Date \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Work Location: \_\_\_\_\_

Date of alleged incident(s): \_\_\_\_\_

Name of person(s) you have a complaint against: \_\_\_\_\_

\_\_\_\_\_

List any witnesses that were present: \_\_\_\_\_

\_\_\_\_\_

Where did the incident(s) occur?

\_\_\_\_\_

Please describe the events or conduct that are the basis of your complaint by providing as much factual detail as possible (e.g. specific statements; what, if any, physical contact was involved; any verbal statements; what you did to avoid the situation, etc.) Attach additional pages, if needed.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I hereby authorize the CSO to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct and complete to the best of my knowledge and belief. I further understand that providing false information in this regard could result in the complaint being dismissed. Employees may be subject to disciplinary action up to and including termination for making false accusations.

\_\_\_\_\_  
Signature of Complainant

To be completed by CSO:  
Received by: \_\_\_\_\_

Date: \_\_\_\_\_