



Harassment Complaint Procedure

To: All Employees

Subject: Harassment - Complaint Procedure

As your employer, HeartLand Child & Family Services (the Company) has adopted a firm policy against harassment. We will take every reasonable step to prevent harassment from occurring. However, if you believe that you have been unlawfully harassed, we urge you to report the incident immediately so that your complaint can be resolved quickly and fairly.

1. **Immediate Reporting:** Provide a written or oral complaint to your own supervisor or to any other Company supervisor, the president, or a human resources representative of the Company as soon as possible after the incident. Include all details on the incident(s), names of individuals involved, and the names of any witnesses. Complaints will be designated confidential, to the extent possible, and will receive a timely response.
2. **Supervisor Responsibilities:** Supervisors are required to report all harassment complaints to the human resources representative, investigative officer, or the president of the Company.
3. **Investigation Process:** When the Company receives allegations of misconduct, it will undertake a fair, timely, and thorough investigation by qualified personnel.
4. **Confidentiality:** Confidentiality will be kept to the extent possible by the employer, but complete confidentiality cannot be promised. There will be situations, for example, when employees will need to know information in order to respond to allegations or a manager will need to know information in order to take appropriate corrective or other action.
5. **Documentation and Tracking:** The complaint will be documented and tracked to ensure that reasonable progress is being made and that there is timely closure.
6. **Remedial Action:** If the Company determines that unlawful harassment has occurred, it will take effective and appropriate remedial action in accordance with the circumstances. Any employee the Company determines to be responsible for

unlawful harassment will be subject to appropriate disciplinary action, up to and including termination. Other appropriate remedial actions may include group training, one-on-one training, redistribution of harassment prevention materials, or other measures designed to correct the harassment and prevent future harassment from occurring.

7. **Non-Retaliation:** The Company will not retaliate against you for filing a complaint or participating in an investigation and will not tolerate or permit retaliation by management, employees, or co-workers.

Contact for Questions:

- **Name:** Leslie King, Associate Director of Team Support
- **Phone Number:** (916) 757-8125
- **Email:** leslie.king@doingwhateverittakes.org

You should also be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting, complaining, or participating in an investigation, you may file a complaint with the appropriate agency. The nearest office can be found at www.eeoc.gov and www.dfeh.ca.gov.