

# Sutter County Equal Employment Opportunity Plan

## **Complaint Resolution Procedures**

Employees and applicants are encouraged to attempt resolution of complaints as quickly as possible at the lowest and least formal level. However, if deemed inappropriate in the judgment of the individual, then he or she is encouraged to pursue resolution at a higher level. The most important consideration should be resolution of the issue in a prompt and fair manner.

### **SUTTER COUNTY COMPLAINT PROCEDURES**

Sutter County recognizes two internal reporting procedures:

#### **1. Resolution within the Department**

An employee can discuss the issue/complaint and seek a remedy with his/her immediate supervisor. If the complaint/issue is not resolved, or the behavior of the employee's supervisor is an issue, the employee is encouraged to pursue resolution through discussion with the next level higher manager up to the Department Head.

#### **2. Filing an Administrative Complaint**

Any employee or applicant for employment may file a complaint with the County's Equal Employment Opportunity Coordinator (Personnel Director) in the Personnel Department at: 530-822-7113. Complaints may be made by completing a complaint form, as shown in this plan as Appendix D, and direct it to: EEO Coordinator, Sutter County Personnel Department, 1160 Civic Center Blvd, Suite B, Yuba City, CA, 95993.

The EEO Coordinator, or designee, shall take all complaints seriously and investigate with due diligence. Confidentiality shall be maintained at all times to the greatest extent possible, recognizing the rights of the complainant, the accused, and all third party witnesses.

No employee shall be subjected to intimidation, coercion, or retaliation of any kind as a result of filing a complaint pursuant to this policy or as a result of being a witness in an investigation.

Section 23 - "Discriminatory Workplace Harassment Policy" of the Sutter County Rules and Regulations (Attached) provides more detail on resolution procedures.

### **EXTERNAL AGENCIES**

In addition to the above, employees and applicants always have the option of filing a complaint with either, or both, the state and federal external compliance agencies. The address and phone numbers for each agency are listed below.

#### **1. California Department of Fair Employment and Housing**

1515 Clay Street, Suite 701  
Oakland, CA 94612  
(800) 884-1684  
[www.dfeh.ca.gov](http://www.dfeh.ca.gov)

#### **2. United States Equal Employment Opportunity Commission**

350 Embarcadero, Suite 500  
San Francisco, CA 94105  
(415) 356-5600