



BOROUGH OF HAWTHORNE CIVIL RIGHTS POLICY General Complaint Procedure

Any individual who either observes or is the victim of alleged wrongdoing on the part of officials, employees, or volunteers associated with the Borough of Hawthorne under the Borough's Civil Rights policy may report such action using this procedure. This includes any action the individual believes to constitute harassment, sexual harassment, or any other wrongdoing. Employees of the Borough of Hawthorne shall follow the Employee Complaint Procedure. All other individuals including volunteers and members of the public may report the alleged wrongdoing to the head of the applicable department or volunteer organization, or, if they prefer, or do not think that the matter can be discussed with the head of the applicable department or organization, they should contact the Borough Administrator, the Mayor, or the Borough's Safety & Compliance Officer.

Reporting of such incidents is encouraged both when an individual feels that he or she is subject to such incidents, or observes such incidents in reference to other individuals. The report or complaint should be in writing, but individuals may make an oral complaint at their discretion. If an individual has any questions about what constitutes harassment, sexual harassment, or any other workplace wrongdoing, they may ask their supervisor or one of the individuals listed above. All reports of harassment, sexual harassment, or other wrongdoing will be promptly investigated by a person who is not alleged to be involved in the alleged harassment or wrongdoing.

No individual will be penalized in any way for reporting a complaint. There will be no discrimination or retaliation against any individual who files a good-faith harassment complaint, even if the investigation produces insufficient evidence to support the complaint, and even if the charges cannot be proven. There will be no discrimination or retaliation against any other individual who participates in the investigation of a complaint.

If the investigation substantiates the complaint, appropriate corrective and/or disciplinary action will be swiftly pursued. Disciplinary action up to and including discharge will also be taken against individuals who make false or frivolous accusations, such as those made maliciously or recklessly. Actions taken internally to investigate and resolve harassment complaints will be conducted confidentially to the extent practicable and appropriate in order to protect the privacy of persons involved. Any investigation may include interviews with the parties involved in the incident, and if necessary, with individuals who may have observed the incident or conduct or who have other relevant knowledge. The complaining individual will be notified of a decision at the conclusion of the investigation within a reasonable time from the date of the report an incident.

OUTSIDE ORGANIZATIONS SUPPORTED BY THE BOROUGH

Every organization which is not part of the Borough of Hawthorne, but receives support from the Borough in any manner (such as the ambulance corps, the library, and the various youth sports organizations) shall create its own internal complaint procedure for receiving, investigating, and adjudicating such complaints. Each organization's procedure shall be in writing, with a copies being provided to the Borough Administrator and distributed to employees/members, and made available to the clientele of the organization.

As part of this procedure, all complaints received by an organizations shall be reported in writing to the Borough Administrator within seven (7) days of their receipt by the organization. Once the matter has been resolved, the organization shall report the resolution to Borough Administrator within seven (7) days of resolution. The initial report shall include the names of the person(s) making the complaint, the names of the person(s) being complained about, the date(s) or timeframes of the alleged violation, and the nature of the violation. The final report shall include the name of the person who investigated the matter on behalf of the organization, findings of the of the investigation, and any action(s) taken as a result of the findings. All such reports will be kept in strict confidence by the Borough Administrator.

Any complaint about conduct by a member of any organization that is received directly by the Borough Administrator or other municipal official shall be referred to the organization to be handled via its internal complaint procedure, with a final report to be made back to the administrator as noted above, unless the Borough Administrator determines that, due to the nature of the complain, it would be inappropriate for the organization to handle internally, in which case he shall investigate the matter himself or assign it to another competent Borough employee or official for investigation.

Promulgated 4/22/2010 by
Eric Maurer, Borough Administrator
Pursuant to Borough Civil Rights Policy
Adopted via Borough Council Resolution 76-10