

## **COMPLAINT PROCESS**

The Department of Safety and Homeland Security embraces an “open door” philosophy. Employees are encouraged to contact the Affirmative Action Administrator or agency human resources professionals to discuss issues or concerns regarding their employment or work environment. The Affirmative Action Administrator will investigate any diversity or affirmative action issues presented and make timely, appropriate recommendations or referrals to the Cabinet Secretary and/or Division Director.

### **STEP ONE**

- Inquiry – This is an initial informal process to facilitate open dialogue between the Affirmative Action Administrator, the complainant and the alleged offender. The Department hopes that issues and alleged violations can be settled at this level through honest and straightforward communication.

### **STEP TWO**

- Formal Complaint – At this step an employee submits a formal complaint to the Affirmative Action Administrator. The Cabinet Secretary, Division Director and Human Resources Manager will be notified that a formal complaint has been filed. The Affirmative Action Administrator will conduct a complete investigation in as expedient a manner as possible. The Affirmative Action Administrator will keep the Cabinet Secretary, Division Director and Human Resources Manager apprised of the status of the investigation at all times.

### **STEP THREE**

- Affirmative Action Administrator Recommendation – Once the research and investigation phase is complete, the Affirmative Action Administrator will submit a recommendation to the Cabinet Secretary and Division Director regarding the appropriate action to be taken. The Human Resources Manager, complainant and alleged offender will be formally notified of the Affirmative Action Administrator’s recommendations and finding.

### **STEP FOUR**

- Panel Review – If the complaint cannot be resolved in any of the aforementioned steps, the Cabinet Secretary shall convene a panel to make a final decision. The Panel will be comprised of the Affirmative Action Administrator, the Division Director or designee, and the Cabinet Secretary or designee. This panel will issue a final resolution of the matter and will notify all appropriate parties involved.

All employees will be advised of their right to file a formal complaint with the State Human Relations Commission, the State Personnel Office, the Delaware Department of Labor and the United States Equal Employment Opportunity Commission.



**DEPARTMENT OF SAFETY & HOMELAND SECURITY  
EMPLOYEE COMPLAINT FORM**

**Employee Name:** \_\_\_\_\_

**Employee Status:** Merit ( F, PT ) Casual/Seasonal Temporary Contract

**Division:** \_\_\_\_\_

**Section:** \_\_\_\_\_ **Supervisor:** \_\_\_\_\_

Nature of Incident: (When did it happen, how did it happen?) List the Merit Rule or section of the Merit System law that was violated and why, if applicable.

Individuals Involved: (Indicate "W" for witness to the alleged incident)

Resolution Sought (if applicable):

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

.....  
**HR Use Only**

Date Human Resources Notified: \_\_\_\_\_

Indicate action taken: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Authorized Human Resources Representative