

***WHAT WILL HAPPEN TO THE EMPLOYEE?***

That will depend on what the employee did. It will also depend on the individual employee's record. If the actions were criminal, the employee will be dealt with like any other citizen. If the actions were improper, but not criminal, the employee will be given corrective counseling or discipline by their superiors.

***WILL I FIND OUT THE RESULTS OF THE INVESTIGATION AND WHAT ACTION IS TAKEN AGAINST THE EMPLOYEE?***

You will find out the disposition of the complaint (sustained, not sustained, exonerated, or unfounded). The action taken against the employee is confidential in most cases and cannot be disclosed by law.

***DOES THIS MEAN THAT THE CITY LIKES COMPLAINTS?***

Of course not. A complaint may mean that someone is not performing their duties in an acceptable manner. However, if we are to continue to improve our service to you, we must know where we need improvement.

***DO I HAVE TO COMPLAIN IN PERSON?***

No. We would prefer to talk to you in person, but we will accept a complaint in any manner. If you wish to remain anonymous, you may still file a complaint. However, we will not be able to respond back to you directly, nor will we be able to clarify any information given to us. We encourage you to utilize the Complaint Form that is provided in order that we may conduct as professional an investigation as possible.

***WHO WILL INVESTIGATE MY COMPLAINT?***

Generally, your complaint will be investigated by the Human Resources Department. Under special circumstances, it may be assigned to a special investigator.

***DO JUVENILES HAVE THE RIGHT TO FILE A COMPLAINT?***

Yes. If you are under 18 years of age, you may still file a complaint, although we would prefer that you bring a parent or guardian with you. We also will ask your parent or legal guardian to sign the Complaint Form

***DO I HAVE TO BE A LEGAL RESIDENT OR CITIZEN OF THE UNITED STATES TO FILE A COMPLAINT?***

No. You do not have to be a legal resident or citizen of the United States in order to file a complaint.

***WILL THE CITY MANAGER KNOW ABOUT THE COMPLAINT?***

Yes. The City Manager receives complaints against employees and ultimately reviews the investigation conducted into the complaint.

***TO WHOM SHOULD THE COMPLAINT BE REPORTED?***

Complaints may be filed in person with the Human Resources Department or with employee's supervisor. If you do not wish to file your complaint in person, you may telephone or mail your complaint to the following:

**City of Novato  
Human Resources  
922 Machin Avenue  
Novato, CA 94945-3242  
(415) 899-8914**