

**Good Samaritan Health & Wellness Center**  
Policies and Procedures

Subject: Complaint Procedure	Policy #: 4.4
Prepared by:	Revision #:
Approved by: Board of Directors	Effective Date: 9/02/2015

## 4.4 Complaint Procedure

The Center strongly urges the *prompt* reporting of all incidents of discrimination, harassment, or retaliation, regardless of the offender's identity or position, so that rapid and constructive action can be taken. Individuals who believe they have experienced or witnessed conduct that is contrary to the Center's policy or who have concerns about such matters should contact their immediate supervisor or the Executive Director *before* the conduct becomes severe or pervasive. Individuals should not feel obligated to report their complaints to their immediate supervisor first before bringing the matter to the attention of the Executive Director. If at any point, an individual feels that his or her concerns have not been addressed or handled properly, that individual should report the concern and the dissatisfaction with the response to the Executive Director or any member of the Board's Personnel Committee.

Further, the availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

Any complaint of workplace harassment will be thoroughly investigated in a timely manner. All employees and volunteers are expected to cooperate in an investigation of a complaint, and any employee or volunteer who refuses to cooperate or who provides dishonest information will be subjected to disciplinary action, up to and including termination. If the allegations of unlawful harassment are substantiated, disciplinary action will be taken against the harassing employee or volunteer, up to and including termination.

An employee or volunteer who reports harassment in good faith will not be subjected to retaliation.