



# Northeastern Connecticut Transit District

*Public Transportation for EVERYONE*

## Complaint Policy

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NECTD requires members and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the NECTD, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations. Grievances must go through the channels specified in the personnel policies. Board members should direct staff complaints to those channels.

This policy is intended to encourage and enable employees and others to raise serious concerns internally so that NECTD can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of NECTD's code of ethics or suspected violations of law or regulations that govern NECTD's operations.

It is contrary to the values of NECTD for anyone to retaliate against any board member, officer, employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of NECTD. NECTD will not tolerate or permit retaliation by board members, volunteers, supervisors or co-workers against any complainant or anyone assisting in a harassment investigation. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

NECTD has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor and or the Executive Director. If you are not comfortable speaking with your supervisor or the Executive Director or you are not satisfied with the response received, you are encouraged to speak with a board member. If board members — other than the chair — receive a complaint, they must direct the staff person to the board chair. The board chair can choose to raise the concerns to the Executive Director or to bring them to the board for investigation should the complaint in any way involve the Executive Director. Supervisors are required to report complaints or concerns about suspected ethical and legal violations in writing to the NECTD's Executive Director, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor or the Executive Director.

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Upon receipt of a complaint, NECTD will undertake a prompt, thorough, objective and good faith investigation which may include the retention of a third party qualified firm independent of NECTD. Such an investigation may If the organization determines that harassment has occurred, require effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by NECTD to be responsible for harassment or other violation will be subject to appropriate disciplinary action, up to and including termination.

The Federal Equal Employment Opportunity Commission and the Connecticut Commission on Human Rights and Opportunities (CHRO) investigate and prosecute complaints of prohibited harassment in employment. If you believe you have been harassed or discriminated against, or that you have been retaliated against for resisting or complaining, you may also file a complaint with the appropriate agency in addition to exhausting the above complaint procedure.

