



## Board of Industrial Insurance Appeals Complaint Procedures

This procedure applies to complaints regarding violations of the following policies:

- Anti-Discrimination, Harassment and Sexual Harassment
- Diversity, Equity and Inclusion
- Respectful Workplace Environment

Prior to filing an informal or formal complaint, individuals should consider advising the offender that their behavior is unwelcome and request that it be discontinued. If the behavior does not stop or if the individual is uncomfortable confronting the offender, they may file an informal or formal complaint.

### **Informal Complaint Procedure**

An employee may discuss their allegations with their immediate non-involved supervisor and request informal resolution of the complaint. A non-involved supervisor is defined as the first supervisor in an employee's chain-of-command who is not the subject of the complaint.

The non-involved supervisor will conduct an informal fact-finding. If they believe that a policy violation has occurred, the supervisor or manager will contact the HR Manager for consultation.

After informal complaint resolution:

- The supervisor or manager will promptly forward a written record of the issue and resolution to the HR Manager.
- Supervisors and managers are responsible for appropriate follow-up supervision and monitoring of employee behavior. This includes follow-up with the complainant to inform them of whether their allegations were substantiated.
- Supervisors and managers must ensure that no retaliation occurs as a result of any complaint.

If the complaint cannot be resolved informally, the supervisor or manager will assist the complainant in making a formal complaint.

### **Formal Complaint Procedure**

The individual may file a formal complaint with the HR Manager. The complainant should provide as much detail as possible including:

- the name of the person(s) alleged to have violated a policy;
- the name of the victim(s);

- a description of the incident, including date, location, and the presence of any witnesses;
- witness contact information (if known);
- and any other pertinent information.

The HR Manager will review all formal complaints and determine the appropriate course of action in consultation with the Appointing Authority. This may include an informal or formal fact-finding completed internally or by an external party.

Upon completion of a fact-finding, a report of findings shall be made to the Appointing Authority(s) for review and appropriate action.

After formal complaint resolution:

- Management shall inform the complainant of the completion of the investigation and whether or not the allegations were substantiated.
- Supervisors and managers are responsible for appropriate follow-up supervision and monitoring of employee behavior.
- Supervisors and managers must ensure that no retaliation occurs as a result of any complaint.

### **Non-Employee Complaint Process**

Non-employees having business with the BIIA may report incidents of harassment, discrimination, or retaliation by an employee of the agency to the HR Manager.

Human Resources Manager  
Board of Industrial Insurance Appeals  
PO Box 42401  
Olympia, WA 98504-2401  
Phone: (360) 753-6823, Ext. 1123

### **Other Options**

A person making a complaint under this policy may also file a complaint with the Washington State Human Rights Commission or the Federal Equal Employment Opportunity Commission. Represented employees may also file a grievance under the collective bargaining agreement.

*October 2020*