

## Compliance Hotline Policy

## Section 1.2

### PURPOSE

In cooperation with the City's *Anti-Fraud Policy*, this *Compliance Hotline Policy* is designed to provide a formal process for residents and City employees to anonymously report violations of City policies, theft or misuse of City resources, customer service complaints, discrimination, harassment, and improper activities by City officials or employees.

### COMPLIANCE HOTLINE CONTACT INFORMATION:

- Telephone: (626) 580-2041
- Email: [notifyelmonte@elmonteca.gov](mailto:notifyelmonte@elmonteca.gov)
- Website for Online Complaint Form: <http://www.elmonteca.gov/>
- Mailing Address: City of El Monte  
City Clerk's Office  
11333 Valley Boulevard  
El Monte, California 91731

### OPERATIONAL PROCEDURES:

- All calls placed to the compliance hotline are received on a dedicated phone line. Callers may choose to remain anonymous and are not required to provide any identifying information. An email address and online form have been established to report complaints for persons who prefer to communicate in writing. The City will also accept complaints through traditional postal mail or in person. All incoming complaints are logged into a database maintained by the HR/RM Department.
- After receipt of a complaint, sufficient information will be gathered and reviewed by the HR/RM Department, in consultation with the City Attorney (as necessary or appropriate), to determine the appropriate action or response to the complaint. In order to ensure impartiality and objectivity, depending on the nature of the complaint, the City may retain an outside investigator to review and investigate the complaint. If a complaint involves an entity other than the City, every effort will be made to provide the complainant with an appropriate contact or resources to address his/her concern.
- Investigations will be conducted in a prompt and thorough manner by an impartial investigator who is free from any conflicts of interest that would impede his/her ability to conduct an objective and unbiased investigation. Confidentiality of investigations shall be maintained to the extent reasonably possible and information related to an investigation shall be shared only on a need or right to know basis. This relates to all investigations, not just those related to personnel. All investigations will be conducted in accordance with the *Investigation Principles Policy* within the City's *Administrative Policies Manual*.
- Upon the conclusion of an investigation, the City will inform the complainant, if the complainant's contact information is known, that the investigation has concluded, and to the extent legally permissible, communicate any results or corrective actions to be taken.
- Circumstances that may not justify further review or investigation by or on behalf of the City include those instances where, after looking into the complaint, it has been determined there is no basis for an investigation. This may occur when it can be demonstrated that the conduct alleged would not violate the City policies or procedures, or other applicable laws. It also may occur

when it can be determined that the matter should be handled by another organization or agency. All such determinations shall be reviewed and approved by the HR/RM Director or designee in consultation with the City Attorney (as necessary and appropriate).

The HR/RM Director holds regularly scheduled meetings with the City Attorney to provide a summary of the issues and concerns received through the compliance hotline. This includes a brief overview of each complaint, but excludes any names and any confidential information.

Attachments: Complaint Form  
Employee Complaint Form