

MAKING A COMPLAINT ON WEBSITE FOR NEW USERS

To Make a Report:

1. Select the department to which your complaint relates to on the right side under "Online" of the homepage:
 - a. Use the dropdown box to select the department
 - b. Use the second dropdown box to select the division
 - c. Click on Continue

Our Commitment

The Equity and Inclusion Division (EID) values and respects our diverse employees within Jefferson County Commission. Our mission is to support the Jefferson County Commission in continuing to build and maintain an inclusive culture where ALL employees are respected and provided equitable opportunities. The EID's main focus is to assist with creating and fostering the best possible work environment for everyone in our organization. We prohibit any form of discrimination, harassment, or retaliation against ALL employees.

The EID is committed to take each complaint seriously through each step of the process. We commit to exercise Jefferson County Commission core values (transparency, inclusion, integrity, innovation, energetic service, and safety) with each complaint. We will maintain confidentiality whenever possible and release information only to those with an essential need to know. We want employees to feel comfortable in reporting any instances where they believe violations of policies or standards have occurred.

In situations where employees prefer to place an anonymous report in confidence, they are encouraged to use this website or hotline, hosted by a third party hotline provider, EthicsPoint. Employees are encouraged to submit reports relating to violations stated in our [Equity and Inclusion Policy](#), as well as ask for guidance related to policies and procedure.

The information employees provide will be sent to us by EthicsPoint on a totally confidential and anonymous basis if they should choose. Employees have our commitment that their complaints will be heard.

EthicsPoint is NOT a 911 or Emergency Service:

Do not use this site to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact your local authorities.

To Make a Report

You may use either of the following two methods to submit a report:

Online

Select the department to which your concern relates.

HUMAN RESOURCES

Select the division to which your concern relates.

HUMAN RESOURCES ADMIN - 6000

Click the "Continue" button to proceed with filing your report.

Continue

Phone

Dial toll-free, within the United States, Guam, Puerto Rico and Canada: **844-759-0034**

After you complete your report, you will be assigned a unique code called a "report key." Write down your report key and password and keep them in a safe place. After **3** business days, use your report key and password to check your report for feedback or questions.

Follow Up on a Report

Report Key:

Password:

Log In

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d. Click on the nature of the complaint

Please select the nature of your concern from the list below.

Conflict of Interest/Unethical Behavior

A "conflict of interest" exists whenever a person misuses, or gives the appearance of misusing, a position of public trust for private benefit or personal advantage. A conflict may occur anywhere along a broad spectrum of actions ranging from overtly criminal conduct to behavior that could potentially lead to a perception of ethical impropriety.

Discriminatory Behavior/Harassment

Conduct directed at a particular person(s) based upon race, color, religion, sex (including gender identity, sexual orientation, and pregnancy), national origin, age (40 or older), disability, veteran status, genetic information, or equal pay that creates a hostile environment, excludes participation, or denies benefits; may include verbal or written threats, coercion that by design, intent, or recklessness incites reasonable fear of physical harm or interference of activities.

Employee Misconduct

Involves any employee conduct that is in violation of the Jefferson County Commission's policies and Administrative Orders, the Rules and Regulations of the Personnel Board of Jefferson County, or any other printed materials that constitute employee conduct.

Employee Relations

Any issues related to the way employees work with each other, their supervisors/managers, and the company. Examples include job related actions like promotions, job or shift changes, terminations, disciplinary actions and performance issues.

Retaliation

Conduct that subjects an employee to punishment or other forms of reprisal for participating in an investigation of impermissible workplace conduct, for opposing such conduct, or for supporting another individual's good faith complaint.

Sexual Harassment

Uninvited and offensive sexual advances or sexually offensive remarks which unreasonably interfere with employee's work environment, are engaged in or permitted by a supervisor, or are the basis for any employment decision.

Unfair Treatment

Examples include, but not limited to bullying, arbitrary, unfair, or inappropriate use of management practices (e.g. discipline, reward, assignment, favoritism, overtime, working out of class, and policy inconsistency)

Violence or Threat (including sexual violence)


Violence is an expression of the intention to inflict harm, injury, or damage to a person or their property or the actual infliction of harm injury, or damage to a person or their property. Examples include actual harm such as sexual violence and/or threats of violence whether direct or veiled.

Inquiry

Ask a question

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- e. File a Report Page is next
 - i. Read the statement
 - ii. Click on “[Terms and Conditions](#)” to read them when finish please checkbox next to “*Yes”
 1. Any questions with a red asterisk (*) is required
 - iii. You have option to make complaint anonymous or you can identify yourself



The Ethics and Compliance Experts

You are now in an EthicsPoint Secure Area | [File a Report](#)

ETHICSPPOINT IS NOT A 911 OR EMERGENCY SERVICE.
Do not use this site to report events presenting an immediate threat to life or property. Reports submitted through this service may not receive an immediate response. If you require emergency assistance, please contact your local authorities.

* Yes - I agree to the [Terms and Conditions](#) of making this report.

Please provide information as follows:
(* Required Fields)

Organization/Tier: **Jefferson County Commission**
Location where incident occurred: HUMAN RESOURCES ADMIN - 6000 - HUMAN RESOURCES
716 Richard Arrington Jr Blvd N
Physical address, branch and/or store number
City: Birmingham State/Province: AL
Zip/Postal Code: 35203
Country: USA

* **What is your relationship to Jefferson County Commission?**
- Select One -

* **Do you wish to remain ANONYMOUS for this report?**
 Yes No

You are not required to provide your name or other personal information; however your decision not to provide contact information may hinder the investigation by EID. We may need to ask you for more information in order to fully investigate your concern or you may learn additional information that you wish to tell us to help us investigate.

Your Name:
First Name Last Name
Your Phone Number:
Your E-mail Address:
Best time for communication with you:

Report - Discriminatory Behavior/Harassment

* **Please identify the person(s) involved in this issue:**
John Doe, Director of Internal Audit
Unknown, Unknown, Night Supervisor

| | First Name | Last Name | Title |
|----|----------------------|----------------------|----------------------|
| #1 | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| #2 | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| #3 | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| #4 | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| #5 | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Do you suspect or know that a supervisor or management is involved?
 Yes No Do Not Know / Do Not Wish To Disclose

If yes, then who?

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- iv. Complaints reported are assigned a report key at the end whether it's an identified report or anonymous report
- v. Created a password four or more characters long
- vi. Click "Submit Report"
- vii. Report key will be given immediately after report submission
- viii. Secure Report key and password to follow up in 3 business days on your report
 1. **If report key and/or password is lost a new report will need to be filed**

When you submit the report:

- You will be issued a Report Key, please secure it and your password.
- In 3 business days using this Report Key and your password, you will have the opportunity to review any follow-up questions or submit more information about this issue.

Please choose a password for this report:

* Password:

* Re-enter Password:

Your passwords must match and be at least four characters long.

Submit Report

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To Make a Report over the Phone:

1. Call the “1-844-759-0034” number located on the right side under “Phone” of the home page
2. Message provide options, select the desired option
 - a. Option 1 – File a Report
 - b. Option 2 – Follow Up on a Report
 - c. Option 3 – Learn more about the system
3. Press option 1 to file a complaint with the representative

To Follow Up on a Report:

1. Follow Up through the website (*see screenshot on next page*)
 - a. Enter report key and password create when complaint was reported to sign in
 - b. At time you should have a message from Equity & Inclusion Division (EID) regarding the status of your complaint
 - c. You will be able to send messages directly to EID

2. Follow Up over the Phone

- a. Call the “1-844-759-0034” number located on the right side under “Phone” of the home page
 - i. Message provide options, select the desired option
 1. Option 1 – File a Report
 2. Option 2 – Follow Up on a Report
 3. Option 3 – Learn more about the system
- b. Press option 2 to follow up on a complaint with the representative

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Follow Up on a Report

Report Key:

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