

SERENITY BEHAVIORAL HEALTH SYSTEMS

**SUBJECT: UNLAWFUL DISCRIMINATION COMPLAINT
PROCEDURE**
POLICY NUMBER: HR-14.02
EFFECTIVE DATE: May 1997
SUPERSEDES:
LAST REVISION DATE: May 2008

POLICY:

It is the policy of Serenity Behavioral Health Systems (SBHS) to be an equal opportunity employer. SBHS does not discriminate on the basis of race, color, sex, national origin, disability, sexual orientation, age, religious, political opinions or affiliations. All forms of harassment prohibited by law, including sexual harassment will not be tolerated by SBHS. SBHS is committed to a work environment reflective of the philosophy and values set forth in the SBHS Diversity Plan.

It is the policy of SBHS to resolve complaints of unlawful discrimination and sexual harassment internally whenever possible. Such complaints will be addressed in a prompt and thorough manner as set out in this procedure.

EMPLOYEE RIGHT TO FILE A COMPLAINT:

- I. Employees alleging unlawful discrimination on the basis of race, color, sex, national origin, disability, age, religious, political opinions or affiliations and employees alleging sexual harassment may file complaints in accordance with this procedure.
- II. It is a violation of SBHS policy to subject employees to reprisal due to filing complaints of unlawful discrimination or sexual harassment or for cooperating in the investigation of a complaint.
- III. Complaints of unlawful discrimination or sexual harassment that are filed through one of the SBHS Grievance Procedures or through the Process for Review of Written Reprimands will be processed through the Unlawful Discrimination Complainant Procedure.
- IV. Employees cannot file and concurrently process a complaint under this procedure and with any external enforcement agency such as the Georgia Commission on Equal Opportunity.

FILING A COMPLAINT

- I. Employees are encouraged to discuss and seek resolution to complaint issues with the supervisor prior to filing a formal complaint.

SUBJECT: Unlawful Discrimination Complaint Procedure

Policy #HR-14.02

Page 2 of 4

- II. If resolution is not reached and a formal complaint will be filed, the complaint is to be filed with the Human Resource Department using the Unlawful Discrimination Complaint Form (See Attachment #1).
- III. Complaints must be received by the Human Resources Manager within ten (10) work days of the alleged discriminatory or harassing act or within ten (10) work days of the date the employee learns of the alleged discrimination or harassing act, whichever is later. Any evidence available to the employee who supports the allegation is to be submitted with the Unlawful Discrimination Complaint Form.
- IV. Complaints must be delivered, mailed or faxed to the Human Resources Department as follows:

Serenity Behavioral Health Systems
Human Resources Department
3421 Mike Padgett Highway
Augusta, GA 30906

FAX #: 706/432-7912

- V. Copies of the complaint form and any attached documents sent to the Human Resources Department must be provided to the management officials(s) involved with the complaint.

INITIAL COMPLAINT REVIEW

Within ten (10) workdays of receiving a complaint alleging unlawful discrimination or sexual harassment the Human Resources Department will:

- I. Acknowledge, to the complainant, receipt of the complaint, and indicate the name, location and telephone number of the person assigned to conduct the investigation of the complaint.
- II. Notify the appropriate management official(s) of the status of the complaint.
- III. Forward a copy of the complaint with related materials to the assigned investigator.

INVESTIGATION

- I. Within forty-five (45) work days of receiving the complaint, the assigned investigator will do the following:
 - A. Contact the complainant and appropriate management official(s) to arrange for the investigation;
 - B. Conduct the investigation; and,

SUBJECT: Unlawful Discrimination Complaint Procedure

Policy #HR-14.02

Page 3 of 4

- C. Submit a report of findings and recommendations to the Human Resource Manager.
- II. Investigations will include, but are not limited to, the following:
 - A. Interviews with the complainant and the person(s) alleged to be involved with the unlawful discrimination or sexual harassment complaint;
 - B. Interviews with witnesses; and,
 - C. Review of documentary information.
- III. The Human Resource Department may authorize an extension of up to thirty (30) calendar days to complete the investigation, if determined appropriate.

COMPLAINT DETERMINATION:

- I. Within ten (10) workdays of receiving the investigator's report, the Human Resource Manager will provide the investigator's report to the Chief Executive Officer (CEO). The CEO will issue a letter of final determination to the Human Resource Manager. The Human Resource Manager will provide the final determination to the complainant and appropriate program manager.
- II. If it is determined that unlawful discrimination or sexual harassment occurred, the final determination will include directives for appropriate corrective action or disciplinary action, up to and including separation from employment, of those determined to be involved.
- III. The Human Resource Department may propose and discuss with relevant individuals possible resolutions to the complaint, prior to or after the issuance of the letter of final determination.

ATTACHMENTS

- I. [Unlawful Discrimination Complaint Form](#) #551

APPROVAL SECTION:

Chief Executive Officer

Date

Committee Chairperson

Date

RESCISSION SECTION:

Chief Executive Officer

Date

REVIEW SECTION:

Committee Chairperson

Date

Committee Chairperson

Date

Committee Chairperson

Date