

## DISCRIMINATION AND HARASSMENT COMPLAINT FILING DEADLINE REQUIREMENTS

The chart below identifies the filing and response deadlines.

Alleged discriminatory or harassing act	day 1
Employee discussion with supervisor-	within 10 working days
Response complaint from supervisor -	within 5 working days
Formal complaint to department head-	within 5 working days
Response from department head	- within 10 working days
Formal complaint to EEO Officer	- within 5 working days
Report of EEO to County Counsel	- within 20 working days
Report to complainant/department head-	within 20 working days
Final decision published	- within 5 working days
Appeal to CAO	- within 7 calendar days
CAO decision	- within 45 calendar days

(SEIU employees may appeal to arbitration)

An employee need not proceed to the next step of the complaint procedure once the complaint has been resolved. In addition, employees may bypass any step and file directly with the EEO Office or the State DFEH at [www.dfeh.ca.gov](http://www.dfeh.ca.gov) and/or Federal EEOC at [www.eeoc.gov](http://www.eeoc.gov). Complaints should be submitted immediately, but must do so within one year (i.e. sexual harassment allegations.)

The County policies and forms related to EEO discrimination, harassment and disability reasonable accommodation are on the County Personnel site at [www.co.santa-cruz.ca.us](http://www.co.santa-cruz.ca.us) and on the internal intranet site. For more information relating to EEO, accommodations, or to file a complaint, please contact the EEO Office located in the Personnel Department at 701 Ocean Street, Room 510, Santa Cruz, CA 95060. Telephone: (831) 454-2600. TDD: 711.

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## COUNTY OF SANTA CRUZ

### Equal Employment Opportunity (EEO) Nondiscrimination, Harassment and Reasonable Accommodation Policies

The County of Santa Cruz is committed to equal employment opportunity and nondiscrimination in all personnel transactions including, but not limited to: recruitment, selection, transfer, promotion, retention, discipline, compensation, assignment, benefits, training, evaluation, layoff and rehire. The County pledges to be fair and impartial with all employees and applicants for employment without regard to: race, color, creed, religion, national origin, ancestry, disability (physical or mental), medical condition, (cancer related and genetic characteristic), marital status, sex, sexual orientation, age (over 18), pregnancy, gender, veteran status, and any other non-merit factor.

Harassment, discrimination and retaliation are unacceptable and are prohibited in the work environment per State and Federal laws. The County will not tolerate such behavior by any of its employees, managers, officials, volunteers, clients, advisory and commission members, contractors or vendors. Employees who engage in such conduct are subject to disciplinary action, up to and including dismissal. State law requires the County to provide prevention of harassment training to each supervisor once every two years. Per County policy, the EEO Office also provides all employees training on the anti-harassment and anti-discrimination laws.

Equality of opportunity, fair access, equal treatment and diversity are integral elements of the County's merit system, and are reflected in County personnel policies and practices. Each employee is expected to take steps, within his or her job responsibility, to implement this policy and protect the rights it guarantees.

As of 2015, harassment prevention training for supervisors must now include education regarding AB2053, which prohibits abusive conduct in the workplace and mandates reporting requirements. This law states that abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, and epithets, verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the gratuitous sabotage or undermining of a person's work performance. A single act shall not constitute abusive conduct, unless especially severe and egregious. Complaints should be reported to their supervisor, manager or the Personnel department.

#### RESPONSIBILITIES OF THE EQUAL EMPLOYMENT OPPORTUNITY OFFICE

The Board of Supervisors is committed to making proactive efforts to ensure equal employment opportunity in order to best serve the diverse County population and to achieve the most qualified workforce. To assist the County with this goal, each department has an EEO Liaison, two Sexual Harassment Liaisons and one Americans with Disabilities Act (ADA) Liaison who may act as a resource for the employees of that department. Employees are encouraged to contact their liaisons to discuss issues or may call the EEO Office directly. The departmental liaisons list is found on the Intranet site under the "Employee Resources".

The County Administrative Officer (CAO) has designated the EEO Officer as the manager of the County's EEO/Nondiscrimination program, the ADA Compliance Coordinator and all related programs and activities. The EEO Officer communicates the Board's EEO/nondiscrimination goals and ensures that each department takes such action as is necessary to achieve these goals in accordance to our policies and Federal and State laws. The EEO Office:

1. Investigates formal complaints re: allegations of violations of the County's harassment and discrimination policies.
2. Provides training to supervisors, employees, and liaisons regarding areas within the scope of the EEO Office.

3. Works with employees requesting job accommodations.
4. Implements and monitors the Americans with Disabilities Act Transition Plan re: access to services and programs.
5. Consults with departments regarding EEO reports, complaints, training, recruitment, hiring, retention and promotion of personnel.
6. Prepares the County's EEO Plan, which compares the County's workforce composition to the local available labor force and identifies underutilization. The Plan also lists department achievements and identifies action steps to ensure EEO and cultural competence. The EEO Plan is available within each department and on the EEO division section of the Personnel department intranet site.
7. Staffs the EEO Commission, and under the EEO Office, the Commission Coordinator staffs the County's Commission on Disabilities, the Seniors, Latino Affairs and Women's Commission, along with the Mobile and Manufactured Home Commission. The Commissions office is located at the basement floor of the County building at 701 Ocean St. The number is 454-2772.

#### WHAT TO DO IF YOU BELIEVE YOU HAVE BEEN HARASSED OR DISCRIMINATED AGAINST

The County's procedures for the investigation of discrimination or harassment complaints are set forth in Personnel Regulations Section 192. The complaint process is designed to resolve complaints at the lowest administrative level. The complaint procedure explains where to file a complaint, sets out response timelines and establishes an appeal mechanism if the complainant or the accused is dissatisfied with the investigation or findings. Employees may file complaints in their department, with the County EEO Office or with the Federal Equal Employment Opportunity Commission (EEOC) or the State Department of Fair Employment and Housing (DFEH) in lieu of, or in addition to using the County's internal complaint process.