



Return form to: **Customer Support Center**  
**Room 243**  
**747 Market Street**  
**Tacoma WA 98402**

**City of Tacoma Conduct Complaint Form**

In order to increase transparency, accountability, and responsiveness for citizens and employees, the City of Tacoma has instituted a conduct Complaint Management System. This public web based system will benefit both citizens and employees who have a complaint regarding the conduct of City employees or officials. Citizens can enter complaints directly into an online complaint form, submit paper copies of the form, or direct complaints at any time to any City employee or official. Employees may also enter complaints about the inappropriate conduct of other employees within the organization.

Name: \_\_\_\_\_  I am submitting this anonymously

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

White  Black or African American  Hispanic or Latino  Asian  Native Hawaiian or other Pacific Islander  American Indian or Alaskan Native  Other  I do not wish to designate

Type of complaint:

Unsure  Ethics Violation  Whistleblower  Misconduct  EEO  Workplace Violence

Employee's Department: \_\_\_\_\_ (if known)

What is your complaint? (Additional comments or information can be included in attached documents)

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Signature: In filing this complaint, you are saying that the allegations you are making are true and correct to the best of your knowledge. You acknowledge that the information may be used by the City of Tacoma to further investigate the complaint.

Your signature: \_\_\_\_\_

If you provide an e-mail or mailing address, an e-mail or letter will be sent to you verifying receipt of your complaint and the complaint tracking number. Use this number to follow the status of your complaint at: <http://cityoftacoma.org/complaints>. If you do not receive notification within 10 days, please contact (253) 591-5000.

# City of Tacoma Conduct Complaint User Guide

## How do I make a complaint?

### Step 1 Enter personal information

Personal information is required unless the check box is selected for submitting an anonymous complaint. Personal information is strongly recommended because anonymous complaints provide no opportunity for clarification, follow up, or notification of complaint resolution.

### Step 2 Select the appropriate complaint type and date.

If you are not sure of the complaint type you may select "Unsure" as the complaint type because all complaints will be reviewed before they are referred to departments ..

### Step 3 Complete a summary of the Complaint

Include in the summary the date, time, and location of misconduct, name(s) of employee(s), a description of the complaint, witnesses, and other relevant information. Complaints lacking sufficient information for an investigation will be closed without further follow up.

### Step 4 Attach related documents

(No documents, skip to step 5)  
Include copies of attachments when mailing your complaint form.

### Step 5 Acknowledgement

Acknowledge the information is correct by signing the complaint form.

### Step 6 Submit the complaint

Mail the complaint form to the address provided on the Conduct Complaint Form or fax the complaint to 253-591-5073.

## Will other people see my complaint information?

Due to privacy considerations in complaint investigations, the complaint type, department and summary will not be posted until the complaint has been given a final resolution. Upon final resolution this information will be posted on the Conduct Complaint Management web site. Individual names of those making a complaint and those complained against will not be published publicly. However, complaint information may be subject to disclosure based upon requests for public information or when subject to litigation.

## What happens after I submit a complaint?

- When a complaint is made, it will immediately be input into the electronic complaint management system.
- After a complaint is submitted, a tracking number is automatically assigned to the complaint and sent to you by formal notification. This number can be used to track the status of the complaint on the Conduct Complaint Web site.
- Each complaint is reviewed by the Conduct Complaint System Auditor in the City Manager's Office. The City legal Department will have oversight to assure that complaints are referred to the correct departments.
- Each department has an assigned representative to manage and investigate complaints. When making a complaint, you should expect to be contacted by a City staff member.
- After investigation, a resolution and summary of the complaint is sent to the individual making the complaint, and the individual the complaint is against.
- The summary and resolution are posted on the public Conduct Complaint System Web site.
- The Conduct Complaint Web site can be accessed through the City of Tacoma web site at [www.cityoftacoma.org](http://www.cityoftacoma.org) and selecting the link for Complaint/Service Request. For additional help or questions, please call the Customer Support Center at (253) 591-5000.

## How do I check the status of my complaint?

- Access the online Conduct Complaint System
- Click on "Check Status of Complaint" on the Web site home page
- Select your complaint tracking number from the drop down menu next to the "Complaint #"

## How do I view a list of all complaints?

- Access the online Conduct Complaint System
- Click on "View Complaint list" on the web site home page
- Scroll through the list of complaints in the system to find the row with your complaint tracking number
- To sort by column, click on each column title and entries will appear ordered by each category within the column

## What kind of complaints are considered conduct complaints?

- Equal Employment Opportunity-Discrimination against employees of the City of Tacoma based on race, creed, color, national origin, ancestry, religion, gender, age (over 40), marital status, familial status, gender identity, sexual orientation, veteran status or the presence of any sensory, mental or physical disability.
- Ethics-Actions that use a City position or other power for personal gain
- Misconduct-Lack of respect for professional responsibilities and professionally acceptable behavior
- Whistleblower-Illegal activity, abuse of authority, gross waste of public funds, or dangerous activity
- Workplace Violence-Physical or verbal abuse, threats, harassment, or intimidation directed at City employees

## Is my complaint about service or conduct?

Service Example: Solid waste collection service misses your street on pick up day  
Conduct Example: Solid waste employee treats you rudely or uses foul language  
Report service complaints through [www.tacomaservices.org](http://www.tacomaservices.org)  
(You may wish to log a complaint in both management systems)

## Have I submitted enough Information with this complaint to conduct a meaningful Investigation?

Provide specific details. Anonymous complaints that lack sufficient information for an investigation will be closed because there is no opportunity to obtain additional details.

Poor Example: A city employee was irresponsible with their vehicle.

Good Example: After an altercation, the driver of truck number 123 intentionally hit my mailbox at 456 Main Street, at 9:30 am, Friday February 30.

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*You may log future conduct complaints by obtaining additional copies of the complaint form at City service desks, download this form from the Conduct Complaint System Web site, or log complaints directly into the Conduct Complaint System Web site through an online form.*