



**COMMUNICATIONS PERSONNEL
POLICY/PROCEDURE**

Policy No.	2090	Date Issued:	October 13, 2003
Section:	2000 – Personnel Procedures	Date Revised:	May 17, 2023
SUBJECT: INTERNAL INVESTIGATIONS			
APPROVED:	<u><signed copy on file></u> Amethyst Uchida, General Manager		

1.0 Purpose

Internal investigations, when warranted, are important for the maintenance of professional conduct. The Authority’s integrity depends upon the personal integrity and discipline of every employee. The Authority’s public image is largely dependent upon its ability to respond quickly and fairly to allegations of misconduct.

2.0 Definitions

- 2.1 Supervisory investigations are those routine investigations conducted by line supervisors, for example: complaints of rudeness, tardiness or absenteeism, or procedural questions. Supervisory investigations are not considered internal investigations and are not subject to the provisions of this policy.
- 2.2 Internal investigations are those investigations made necessary by allegations of corruption, breach of civil rights, and criminal misconduct. Internal investigations are subject to the provisions of this policy.
 - 2.2.1 All suspected criminal misconduct will be reported immediately to the appropriate law enforcement agency.
 - 2.2.2 All supervisory investigations which uncover allegations or behaviors that fit the definition of an internal investigation will be brought

immediately to the General Manager's attention for review in accordance with this policy.

- 2.3 At the General Manager's discretion, any complaint or allegation may be investigated in accordance with this policy.

3.0 Responsibility

- 3.1 The General Manager, or their designee, is responsible for all internal investigations.
- 3.2 Supervisors will notify the General Manager immediately of all complaints arising from recent incidents that fit the criteria for an internal investigation. A recent incident is one that occurred within twenty-four (24) hours.
- 3.3 Supervisors will notify the General Manager promptly of all complaints arising from non-recent incidents that fit the criteria for an internal investigation. Prompt notification is one that is delivered immediately to the General Manager's office and is available upon their return to work.
- 3.4 Supervisors will continue to inform the General Manager of supervisory investigations via the Intranet Help Desk in accordance with existing practice.

4.0 Procedure

The following investigation procedures are specific to internal investigations and do not apply to supervisory investigations. The Intranet Help Desk is the appropriate process for supervisory investigations.

- 4.1 Upon receipt of a complaint or allegation which fits the criteria for an internal investigation, the General Manager will assign an investigator. The investigator can be an Authority manager, an outside investigator, or the General Manager may conduct the investigation them self.
- 4.2 Internal investigations will be completed within fourteen (14) calendar days from the date they are received by the General Manager.
 - 4.2.1 Extensions may be necessary, and are allowable, when individuals who are essential to the investigation are unavailable due to days off, vacation, sick leave, or similar circumstances. In such circumstances, the completion deadline for the investigation will be extended by the number of days the individual was unavailable.
- 4.3 The General Manager will ensure complainants are kept informed as to the status of their complaints.

- 4.3.1 Complainants will be notified that their complaint has been received and that an investigation will be conducted. Complainants who deliver their complaints telephonically or personally will be notified orally by the manager receiving the complaint. Complainants who deliver their complaints in writing will notified in writing within seven (7) days of the receipt of the complaint.
- 4.4 The General Manager will ensure that complainants are notified of the investigation results within seven (7) days of the conclusion of the investigation.
 - 4.4.1 If an investigation is extended in accordance with section 4.2 of this procedure, the General Manager will ensure the complainant is given a status report fourteen (14) days from the date the complaint was received and every fourteen (14) days after that, until the investigation is concluded.
- 4.5 The General Manager will ensure employees are notified when they become the subject of an internal investigation. The notification will be in writing and will include a written statement of the allegation(s) and employees' rights and responsibilities relative to the investigation.
- 4.6 If an internal investigation is a criminal investigation, the law enforcement agency conducting the investigation may require an employee to submit to evidence gathering tests and/or processes. Any evidence, including but not limited to medical or laboratory tests, photographs, fingerprints, searches, financial statements, and lie detector tests will be collected by the investigating law enforcement in accordance with their policies and procedures.
 - 4.6.1 If an internal investigation is not a criminal investigation, evidence gathering tests and/or processes as described above will be conducted by mutual agreement between the employee and employer.
- 4.7 Employees who are subjects of internal investigations may be placed on immediate administrative leave in accordance with Policy No. 1080 (Corrective Action).
- 4.8 The General Manager will ensure there is a conclusion of fact for every internal investigation.
- 4.9 The General Manager will ensure a record is maintained of all internal investigations. All records involving internal investigations shall be kept in a separate locked file available only to the General Manager.

- 4.10 The General Manager will compile an annual statistical summary of internal investigations. This summary will be made available to employees, User Agencies and the public.
- 4.11 Information will be made available to the public on how to register complaints against the Authority and/or its employees.