Non-Equal Opportunity (EO) Personnel Complaint Channels

As a County of Santa Clara employee, applicant for employment, contractor, volunteer, or intern, I can bring my complaint to one of the following:

### Basis of Complaint

#### Interpersonal Conflicts
- Gossip, rudeness, favoritism, insensitive language, unfair treatment or retaliation - if they are unrelated to EO or Whistleblower Program issues
- Non-performance of duties or failure to effectively perform
- Intimidating, bullying, or threatening words or behavior, or other conduct that disrupts a harmonious and productive work environment

#### Performance Concerns

#### Unfair / Targeted Behavior
- Misuse of County resources, e.g., unauthorized, extensive personal use of technology, supplies, or equipment
- Timecard fraud, overtime abuse, misuse of leave banks
- Unfair hiring, e.g., candidate did not meet minimum qualifications, not complying with the hiring process or rules; nepotism
- Performing work duties or making decisions for personal or financial gain
- Breaking rules or policies, e.g., accessing or sharing confidential information improperly
- Targeted or retaliated against because I participated in a Whistleblower-related investigation

#### Fraud, Waste, or Abuse within County Agencies
- Improper accessing, sharing, or using of health information
- Concern about patient care, e.g., the inaccurate administration of medication

#### Misuse of Health Information
- Inensitive, intimidating, or bullying words or behavior, or other non-EO retaliatory or excessive interpersonal conflict that disrupts a harmonious, productive work environment
- Misconduct or neglect of law enforcement duty
- Suspected violation of law, regulation, policy, or procedure

### County Places to Communicate Complaints

#### County Whistleblower Program
- (800) 302-7743
- website: whistleblower.sccgov.org

#### CSC Health System
- Ethics, Privacy, & Compliance Office
  - (855) 888-1591
  - complianceofficer@bhs.sccgov.org

#### SCVMC, O’Connor, or St. Louise Regional Hospital
- incident reporting structure (e.g., RL6 or SI systems)

#### My supervisor or a leader in the department’s chain of command

#### Internal Affairs Units
- Probation Dept.
  - (408) 435-2350
- Sheriff’s Office (Dept. of Correction)
  - (408) 918-9000

#### Bureau of Investigation
- District Attorney’s Office
  - (408) 299-7400