

**BEFORE THE BOARD OF DIRECTORS OF THE
KLAMATH 9-1-1 EMERGENCY COMMUNICATIONS DISTRICT**

IN THE MATTER OF UPDATING POLICY)
CHAPTER 2: Personnel, Complaint Process)

RESOLUTION 26-06

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BE IT RESOLVED that Klamath 9-1-1 Emergency Communications District operates under its adopted District Policy and Procedures.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of Klamath 9-1-1 Emergency Communications District do hereby authorize and adopt the added and updated policy language to district policy chapter two.

Add red letter language to and remove striked through language from Chapter 2-68:

Complaint Process

It is the policy of the District to courteously receive and to investigate complaints concerning its employees and their actions.

Persons desiring to make a complaint on a District employee will be requested to submit their complaint in writing. A person making an anonymous complaint, or telephonically does not necessarily prevent an investigation from being initiated on the facts provided, but does cause the matter to be more difficult to process to an effective conclusion.

This policy shall be applied with the principal objective to determine if a policy or procedure was violated in an employee’s performance of their duties a “Procedure Complaint”, or an employee’s actions violated a District policy or a statutory law “Personnel Action Complaint”.

All District employees will comply with a District investigator’s request to interview during the performance of an assigned investigation. Represented employees will have their “Garrity” and “Weingarten” rights provided to them upon notice of interview scheduling in the event of a “Personnel Action Complaint”.

Investigation and Resolution

When a complaint is received by an employee, they will refer the complainant to their supervisor. The Supervisor, Operations Manager or Executive Director will **document the complaint by completing an Internal Complaint Form**. The Director will be made aware of all personnel complaints at which time an internal investigation will be initiated. An internal investigation may result in corrective or disciplinary action up to and including termination, ~~or a combination of both corrective and disciplinary action.~~

If the internal investigator believes adequate substantive evidence is present for a criminal investigation, the investigation will be transferred to the appropriate law enforcement agency.

The investigation shall normally include, but is not limited to:

- a. Contacting the complainant to fully discuss the complaint.

- b. Advising the employee in question of the allegation and subsequent investigation **in writing by completing a Personnel Investigation Notice Form.**
- c. Contacting all known witnesses to obtain their statements.
- d. Confirmation of events and/or facts.
- e. Submission of a detailed investigative report and recommendation to the ~~Operations Manager or~~ Executive Director.

Allegations contained in a formal complaint investigation may have one of four outcomes:

- a. Unfounded. The allegation is false, not factual.
- b. Exonerated. The incident occurred but was lawful and proper or was justified under the existing conditions.
- c. Not Sustained. There is insufficient evidence to prove or disprove the allegations.
- d. Sustained. The allegation is supported by sufficient evidence.

A summary of the investigation and findings will be documented using the Personnel Investigation Form.

~~DISCIPLINE~~ **Corrective Action**

On-the-job conduct of District employees affects the ability of the District to serve its citizens and affects the taxpayer's impression of District government. Employee safety, public safety, productivity, and morale are dependent upon employee conduct.

Everyone benefits when we work together and conduct ourselves in a manner that reflects the best interests of both the organization and its employees. It is the philosophy of the District to correct performance deficiencies and address violations of policies and work rules to correct situations and avoid repetition.

You will be informed if corrective action is necessary as soon as possible after any performance problem has been identified. Your manager or supervisor will discuss the situation with you, explaining this policy and the necessity of corrective action to avoid additional disciplinary actions.

Access to Criminal Justice Information is in the scope and duty of all employees of the District, this means that all employees are subject to the statutory requirements of FBI CJIS security policies. It is the obligation of the District to enforce those policies which are outlined throughout chapters 5 and 10 of this document including CJIS Disciplinary Policy in Chapter 10.

~~Occasionally it is necessary for supervisors to resort to corrective action when other actions are inappropriate, or where a particular employee fails to respond to informal guidance.~~

In order to provide a fair method of correcting, and when necessary, disciplining employees, the District will use progressive discipline procedures where appropriate in a given situation. This section concerning discipline does not apply to the District's Executive Director, who serves at the pleasure of the board of directors. This section establishes procedures and a process, and it does not constitute the creation of a contractual right to retain employment.

Discipline Corrective action may be initiated for many proper reasons, including, but not limited to, violations of the work rules, insubordination or poor job performance. The severity of the disciplinary action

generally depends on the nature of the offense and an employee's work record, and may range from verbal counseling to discharge.

Progressive discipline for infractions include, but is not limited to:

- ③ ~~Verbal counseling;~~
 - ③ ~~Written counseling;~~
 - ③ ~~Written reprimand;~~
 - ③ ~~Suspension;~~
 - ③ ~~Demotion; and or Discharge.~~
- Verbal counseling, which will be confirmed in writing and placed in the employee's working file.
 - Written warning, which will be placed in the employee's working file.
 - Written reprimand, which will be placed in the employee's personnel file
 - Suspension, which will be confirmed in writing for the employee's personnel file. Suspension is normally used to remove an employee from the organization's premises during an investigation or as a disciplinary action. A suspension may be paid or unpaid. If you are suspended, it will be documented in your personnel file.
 - Demotion, which will be documented in the employee's personnel file.
 - Termination, which will be documented in the employee's personnel file.

~~Any or all of these steps may be utilized, depending upon individual circumstances and the nature of the infraction. Exceptions or deviations from the normal procedure may occur whenever the District deems it appropriate, case by case.~~

The corrective action process will not always commence with verbal counseling or include every step. The above options are not to be seen as a process in which one step always follows another. Some acts, particularly those that are intentional or serious, warrant more severe action on the first or a subsequent offense. Consideration will be given to the seriousness of the offense, any change in behavior, and the circumstances surrounding the offense.

Counseling and written warnings may be undertaken by an investigator without prior approval from the Executive Director. However, the Executive Director must be informed by the investigator of any such actions taken. Suspension with or without pay, demotion and discharge require prior approval from the Executive Director before the action is taken.

Suspension of Salaried Exempt Employees

No salaried exempt employee will be suspended by the District except for serious misconduct which does not warrant discharge and in such a case the employee must be suspended for not less than one full work week.

Application of Progressive Discipline

For performance deficiencies and minor matters, employees will normally be verbally counseled.

If a performance deficiency continues after verbal counseling, this action will warrant a written counseling on the subject. If no other deficiency occurs during the next twenty-four (24) months, the employee may request the counseling be removed from the personnel file. Documents removed from individual personnel files will

be retained by the District in a separate record system not filed by name, which generally shall not be considered in personnel decisions.

If a performance deficiency continues or a violation warrants, the employee may receive a written reprimand from the Operations Manager or Executive Director. An employee who disagrees with the facts in the counseling or reprimand may submit a written response. It will be placed in the personnel file with the counseling or reprimand.

The level of penalization on a reprimand can be the following or a combination of any of the following:

- ③ Written reprimand placed in the employee's file.
- ③ ~~Remedial training.~~ Performance Improvement Plan.
- ③ Suspension of the employee without pay for a period of up to thirty (30) working days.
- ③ Demotion of the employees.
- ③ Discharge.

Discharge Procedure

If the Executive Director determines there is cause for the serious discipline up to discharge of an employee, Executive Director shall notify the employee of the specific reasons and that a suspension without pay, demotion, pay reduction, and/or discharge is being considered. The employee shall be provided with the facts upon which the contemplated disciplinary actions would be based. The Executive Director shall afford the employee a formal opportunity to refute the charges orally or in writing. Once the employee has been afforded an opportunity to refute the charges and explain the facts and circumstances, the employee may be suspended without pay. An employee may be put on administrative leave without pay at any time. If a pre-discharge conference is to be held, it will be scheduled and held three (3) days after notice of action has been given. The employee will be given adequate time to develop a response and to seek necessary outside assistance as the employee feels necessary. The time limits may be varied by the District to meet individual needs.

The Executive Director will conduct the conference and decide whether to impose discharge or a lesser degree of discipline, or no discipline as appropriate. The Executive Director will render a final decision within five (5) days of the conference. No represented employee who has completed their probationary period will be terminated without just cause. If the Director believes there is just cause for termination, the employee will be placed on unpaid administrative leave for seven (7) days prior to the discharge effective date, in accordance with the negotiated bargaining agreement.

Appeal of Discipline Action

Any regular employee subordinate to the District's Executive Director who has been suspended, reduced in pay, demoted or dismissed, shall have the right of appeal to the board of directors.

Notice of the appeal must be filed not later than ten (10) days of the effective date of the action.

The notice of appeal shall include at least the following information:

- A statement of the complaint and the facts upon which it is based;
- The remedial action requested, in lieu of termination;
- A statement of the reasons why the remedial action is appropriate;
- A statement of any policies, procedures or law or rules which have not been adhered to or which should be followed.

The appeal generally will be heard by the board of directors within twenty (20) days after receipt of the request. The board of directors shall furnish the Executive Director with a copy of the notice of appeal in advance of the hearing.

Who May Appeal – Only regular employees not excluded from the application of these policies have a right to appeal disciplinary actions. In addition to formal appeals under this Section, the board of directors may give consideration to all suggestions and complaints that concern administration of the personnel policies.

Investigations – In connection with an appeal or complaint, with respect to any matter arising under these personnel policies, the Executive Director may conduct or cause an investigation to occur as deemed necessary. The investigator shall make a written report upon all matters investigated under the personnel policies. A copy will be given to the employee and placed in the file.

Hearings on Appeal – The board of directors shall set a hearing upon timely requests made under this policy. The employee and the Executive Director shall be given written notification of the time and place of the hearing.

The order of procedure at the hearing may be as follows, or as otherwise determined as appropriate:

- The department head or a designee will set forth the reasons for the action and the facts on which it is based. The employee may conduct cross-examination if appropriate.
- The employee may present evidence in support of the appeal with or without the assistance of legal counsel or other representative.
- The department head or a designee may cross-examine or submit evidence in rebuttal or both.
- Opening statements, if any, will be brief and confined to the issues. Closing argument, if any, will be first by the department head or a designee then by the employee. The department head may offer rebuttal evidence if desired.
- Evidence of a type commonly relied upon by reasonably prudent persons in the conduct of their serious affairs shall be admissible. Irrelevant, immaterial or unduly repetitious evidence may be excluded. Affidavits and counter-affidavits may be acceptable as evidence. If either party intends to rely on an affidavit, it shall provide the other party with such affidavit together with the name, address and telephone number of the affiant at least ten (10) days prior to the hearing or such affidavit shall be inadmissible.

Conduct of Hearings – A hearing before the board of directors is intended solely for the purpose of receiving evidence either to refute or substantiate specific charges brought to the board of directors. The hearing shall be conducted accordingly. The board of directors may impose limits on questioning in the interest of the orderly conduct of the hearing and fairness.

Counsel or Representative – In appealing a disciplinary action to the board of directors an employee may, but is not required to, have counsel or other representative. The District's counsel may assist the Executive Director.

Board of Directors Findings – If, after receiving evidence presented in hearings on disciplinary actions, the board of directors finds that sufficient evidence supports the charges, that the complained-of action taken by the Executive Director was reasonable and was taken for a proper reason consistent with policy, the board may affirm the action; if they find that the complained of action taken by the Executive Director was not so made, the board shall fashion an appropriate remedy and the personnel file shall be revised accordingly or purged of any record inconsistent with the board's determination. The board of directors in lieu of affirming the disciplinary action may modify the discipline as the circumstances warrant.

At the time of filing of the request of the appeal with the board, the Executive Director shall supply the employee with an outline of the procedures used by the board of directors. The decision of the board of directors shall include findings of fact and shall be final.

An employee with remedies under a labor agreement may use this appeal procedure, but may do so only if the employee and the union waive the right to proceed to appeal under any other policy or contract law or rule.

Attachments:

Appendix H – Internal Complaint Form

Appendix I – Personnel Investigation Form

Appendix J – Personnel Investigation Notice Form

This matter having come before them at their meeting on February 18th, 2026.

ATTEST: _____
Amanda Rose, Executive Director

Sandra Fox, Board Chair



Klamath 911 Emergency Communications District Complaint Submission Form

Purpose:

This form is for submitting complaints or concerns regarding the services, conduct, or operations of Klamath 911. Submissions may be made by private citizens, public safety agencies, or other external organizations. All complaints will be reviewed in accordance with Klamath 911 policies and procedures.

1. Complainant Information

- **Type of Complainant:**
 - Private Citizen
 - Public Safety Agency
 - Other (please specify): _____
- **Name of Individual or Agency/Organization:** _____
- **Contact Person (if agency/organization):** _____
- **Mailing Address:** _____
- **City, State, ZIP:** _____
- **Phone Number:** _____
- **Email Address:** _____
- **Preferred Contact Method:** Phone Email Mail

2. Incident Details

- **Date of Incident:** _____
- **Time of Incident:** _____
- **Location of Incident (if applicable):**

- **Name(s) of Involved Klamath 911 Personnel (if known):** _____
- **Call or Incident Number (if known):** _____



**Klamath 911 Emergency Communications District
Complaint Submission Form**



Klamath 911 Emergency Communications District Complaint Submission Form

3. Description of Complaint

Please describe the nature of your complaint or concern. Include relevant details such as what occurred, who was involved, and any actions taken.

4. Witness or Additional Contact Information (if applicable)

- **Name:** _____
- **Contact Info:** _____
- **Affiliation (if any):** _____
- **Relationship to Incident:** _____

5. Supporting Documentation

- I have attached supporting documents (e.g., call logs, audio files, reports, screenshots).
- I do not have any supporting documents.

6. Acknowledgment and Signature

I affirm that the information provided in this complaint is accurate to the best of my knowledge. I understand that this information may be used in an internal review or investigation.

- **Signature:** _____
- **Date:** _____



**Klamath 911 Emergency Communications District
Personnel Investigation
Confidential Document – For Internal Use Only**

1. Case Information

- **Case Number:** _____
- **Date Opened:** _____
- **Investigator(s):** _____

2. Employee Information

- **Employee Name:** _____
- **Job Title:** _____
- **Employee DPSST (if applicable):** _____

3. Complaint/Allegation Summary

- **Date of Incident(s):** _____
- **Location of Incident(s):** _____
- **Source of Complaint:**
 - Citizen
 - Co-worker
 - Supervisor
 - External Agency
 - Anonymous
 - Other: _____

Brief Description of Allegation(s):



**Klamath 911 Emergency Communications District
Personnel Investigation
Confidential Document – For Internal Use Only**

Summary of Findings:

DRAFT



**Klamath 911 Emergency Communications District
Personnel Investigation
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**Klamath 911 Emergency Communications District
Personnel Investigation
Confidential Document – For Internal Use Only**

7. Conclusion and Recommendations

• **Conclusion:**

- Substantiated
- Unsubstantiated
- Inconclusive
- Other: _____

Recommended Action(s):

- No Action
- Counseling/Coaching
- Written Warning
- Suspension
- Termination
- Policy/Training Review
- Other: _____

8. Review and Approval

- **Investigator Signature:** _____ **Date:** _____
- **Supervisor Signature (if applicable):** _____ **Date:** _____
- **Director Review:** _____ **Date:** _____

9. Final Disposition

- **Date Case Closed:** _____
- **Final Action Taken:** _____
- **Employee Notified On:** _____
- **Documentation Filed By:** _____



**Klamath 911 Emergency Communications District
Personnel Investigation Notice
Confidential Document – For Internal Use Only**

1. Employee Information

- **Employee Name:** _____
- **Job Title:** _____
- **Employee DPSST (if applicable):** _____
- **Date of Notice:** _____

2. Notice of Investigation

You are hereby notified that an internal investigation is being initiated regarding a matter that may involve your conduct or performance as an employee of Klamath 911.

- **Investigation Start Date:** _____
- **Assigned Investigator/Supervisor:** _____
- **General Description of Allegation(s):**

3. Employee Rights and Expectations

As part of this process, you are entitled to the following:

- The opportunity to respond to the allegations.
- The right to representation (if applicable under policy or labor agreement).
- Confidentiality to the extent possible.
- Protection from retaliation for participating in the investigation.

You are expected to:

- Cooperate fully and honestly with the investigation.
- Maintain confidentiality regarding the matter.
- Refrain from interfering with the investigation process.



**Klamath 911 Emergency Communications District
Personnel Investigation Notice
Confidential Document – For Internal Use Only**

4. Acknowledgment of Receipt

I acknowledge receipt of this Notice of Investigation, and I choose to stipulate to the allegations presented. I understand the nature of the allegations and voluntarily waive my right to a formal personnel investigation.

I acknowledge receipt of this Notice of Investigation, and I formally request that a personnel investigation be conducted. I wish to provide my response to the allegations through the appropriate investigative process.

- **Employee Signature:** _____
- **Date:** _____
- **Supervisor/Investigator Signature:** _____
- **Date:** _____

DRAFT