

Acknowledgement of Receipt of Complaint

**COMPLAINT REPORTING AND
WHISTLEBLOWER PROTECTION POLICY**

November 28, 2016

POLICY: It is the Policy of Friends of Huntingdon Valley Library (referred to in this Policy as the “**Association**”), to establish a confidential and anonymous mechanism for volunteers and independent contractors to report concerns with respect to minors or concerns regarding possible inappropriate actions taken by management without fear of retaliation. Any Association volunteer or independent contractor must be able to submit a good faith complaint without fear of retaliation of any kind. The Board of Managers administers this Policy. The use of masculine pronouns such as “he” and “his” is intended to also include the feminine and neuter genders.

SCOPE: This Policy applies to all volunteers, independent contractors, and Managers of the Association.

PROCEDURES:

1. Any volunteer may submit a complaint or concern to any two members of the Board of Managers. The two selected members will hereafter be referred to as the “Compliance Team”.
2. All correspondence should be directed to:
Friends of Huntingdon Valley Library
625 Red Lion Road
Huntingdon Valley, PA 19006
Attn: List names of Compliance Team
3. Correspondence may be verbal or written. No particular format is necessary.
4. The correspondence (Complaint) should include all information for the Compliance Team to properly and completely evaluate the concern or charge. This includes but is not limited to material evidence, names of persons able to corroborate the facts, accusation, dates and times as well as how to contact the complainant to assure anonymity. Volunteers may submit a Complaint anonymously; however, to facilitate a prompt and thorough investigation, volunteers are encouraged to identify themselves, with the Association’s assurances against adverse action pursuant to Paragraph 8 of this Policy.
5. Upon receipt of a Complaint, the Compliance Team will confer and : (a) acknowledge receipt of the Complaint to the complainant in writing on the Acknowledgement of Receipt of complaint form; and (b) report the Complaint to

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the Board of Managers.

6. The Board of Managers will review the Complaint and determine if it meets criteria for investigation and what, if any, professional assistance is needed. They have the option of directing the Compliance Team to investigate the charge, retaining whomever they deem appropriate as experts to assist in the investigation, or investigating the Complaint themselves.
 - a. When a Complaint is received, the pertinent data including date and issues being raised will be recorded in a log maintained specifically for the purpose of recording Complaints. If the name of the complainant is known, respond confidentially to the person(s) that the issues are being reviewed.
 - b. If it is determined that the Complaint does not meet the test for investigation, the Compliance Team will respond to the complainant that the Complaint will not be investigated further and the reasons for the decision.
 - c. Unless compelled by the investigative process, the Compliance Team will not reveal the name(s) of the complaining party(ies).
7. Prompt and appropriate corrective action will be taken when and as determined by the Board of Managers.
8. The complainant may not be retaliated or discriminated against by any means as a result of exercising her duty when reporting issues in good faith.

This Policy will be available to all volunteers of the Association at the Huntingdon Valley Library (HVL) and on the Friends of HVL page of the library website.

Approved November 28, 2106

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Affirmation of Receipt Whistleblower Policy

I acknowledge receipt of the Friends of Huntingdon Valley Library Complaint Reporting and Whistleblower Protection Policy and agree to abide thereby.

Signature: _____ Date: _____

Print name: _____

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Friends of Huntingdon Valley Library

To:

From: _____, Compliance Team

As the Compliance Team under the Friends of Huntingdon Valley Library Whistleblower Protection Policy, we acknowledge receipt of your complaint regarding

on _____. Your concerns will be evaluated in accordance with Friends of Huntingdon Valley Library's Whistleblower Protection Policy. Except disclosure to the Board of Managers members investigating your concern, which may want to interview you, your name will not be disclosed as the source of a Complaint unless such disclosure is compelled by judicial or other legal processes.

Please be assured that you may not be retaliated or discriminated against as a result of exercising your duty when reporting issues in good faith.