



## COUNTY OF VENTURA

COUNTY EXECUTIVE OFFICE – HUMAN RESOURCES DIVISION

### Workplace Misconduct Complaint Resolution Report

January through June 2024

We are pleased to present the County of Ventura's Semiannual Workplace Misconduct Complaint Resolution Report for the period of January through June 2024. This is an update of the County's Human Resources Division personnel administrative investigations into allegations of employee misconduct, discrimination, harassment, and policy violations.

This report also presents information related to the outcomes of investigations closed during the referenced time period and provides an update about our Employee Relations & Resolution Program, which employs organizational development interventions to improve strained interpersonal/workplace relations.

Although employees are encouraged to resolve concerns through their normal administrative channels whenever possible, we accept complaints on the Employee Misconduct Hotline 24 hours a day, seven days a week. This report compiles data from a variety of sources including the Hotline, Equal Employment Opportunity Commission (EEOC), California Civil Rights Department (CRD), direct contact, and the Auditor-Controller's Office's Fraud Hotline. As part of the County's obligation to the community and its employees, we are committed to full, fair, and impartial investigations into allegations of employee misconduct.

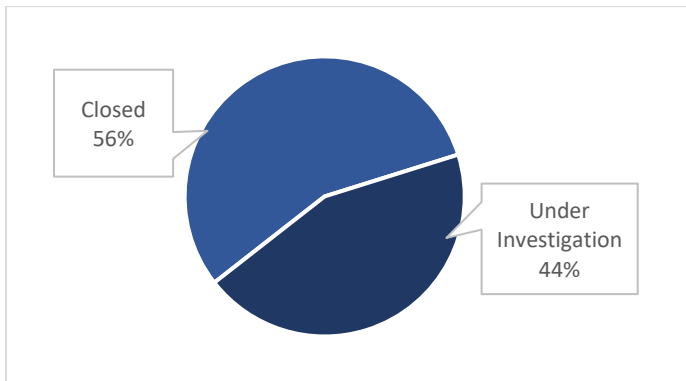
Complaints may be filed 24/7  
with the Employee Misconduct Hotline

**1-800-684-6523**

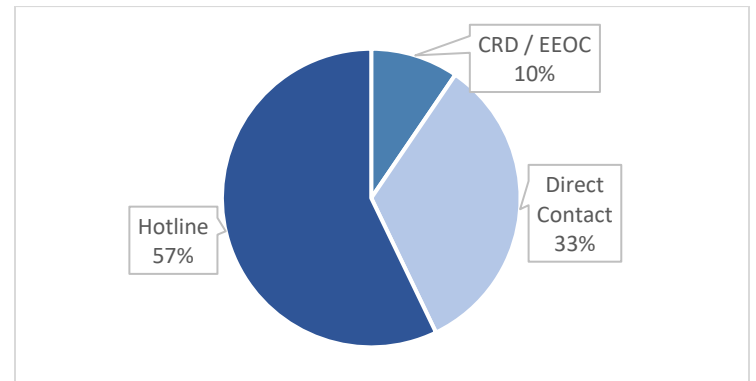
or via our online reporting form at  
<https://app.mycompliancereport.com/report?cid=COV>

**COMPLAINT ACTIVITY AT A GLANCE** Between January and June 2024, Human Resources responded to 131 complaints. Of those complaints, 58 are under investigation. Of the closed cases, 39 were unsubstantiated, 8 were withdrawn due to insufficient information, 16 were substantiated, and 10 were referred for Employee Relations.

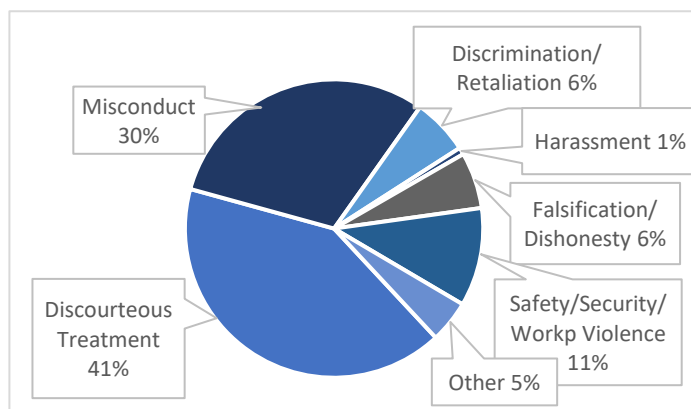
#### 56% of cases have been resolved or closed.



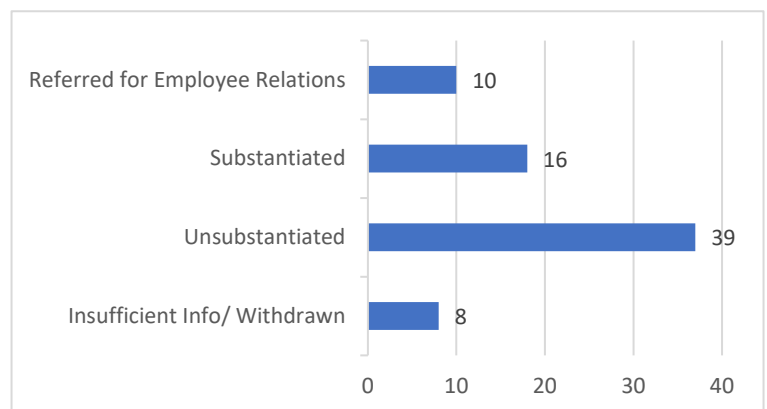
#### 57% complaints were received via the HR Hotline



#### Allegation Types



#### 22% of Closed Cases Were Substantiated

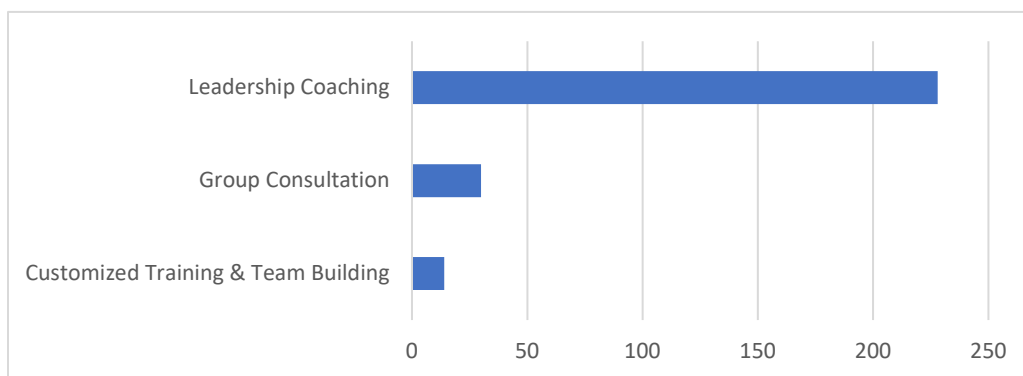


## SUBSTANTIATED COMPLAINTS

1. Seven employees violated safety protocols.
2. Six employees behaved discourteously in violation of County policy.
3. Two employees were determined to have been dishonest.
4. One employee was discovered taking County property.

In each case, appropriate remedial measures were taken up to and including termination of employment.

## EMPLOYEE RELATIONS & RESOLUTION PROGRAM INTERVENTIONS: 272



**Leadership Coaching.** 228 customized individual coaching sessions were conducted for leaders and employees in 18 different County agencies/departments.

**Group Consultation.** 30 process consultations were held to identify recurring conflict solutions. The outcomes were beneficial in reducing complaints.

**Customized Training and Team Building.** 14 customized trainings and team-building sessions provided guidance on communication, conflict resolution, and support for agencies/departments.

## Complaint Resolution and Misconduct Hotline

The County of Ventura believes employees should be able to voice concerns about tough workplace issues like harassment, discrimination, or discourteous workplace behavior. When appropriate, employees are encouraged to first discuss concerns with their supervisors, then their agency/department HR Representatives. If resolution is still not reached, more information and online reporting are available on the [Complaint Resolution Webpage](#).



**24-Hour Employee Misconduct Hotline - 1 (800) 684-6523**

*Calls and online reporting can be anonymous so there is no fear of retaliation.  
Human Resources is committed to compliance and your participation is essential.*