

TOWN OF NORTHWOOD, NH
EMPLOYEE COMPLAINT POLICY

COMPLAINTS REGARDING THE PERFORMANCE OF A TOWN EMPLOYEE

The Select Board, Town of Northwood, hereby enacts this COMPLAINT POLICY in instances where performance is at issue. Any individual, whether or not a resident of the Town, aggrieved by the performance of a Town employee can appeal to the Board of Selectmen for relief. Where employee performance aggrieves any individual, resident or nonresident, the Select Board enact the following Complaint Resolution process.

1. The Town of Northwood created a specific form upon which to register a complaint, entitled, "Town of Northwood, Employee Complaint Form." The aggrieved individual shall complete this form to the best of their ability. An incomplete form may restrict the Select Board's ability to respond to the complaint filed. The complaint form is available from the Administrative Office. A copy of the Complaint Form referred to in this Policy is here and attached labeled, "Attachment 1."
2. The aggrieved individual shall return the completed form to the Town Administrator or, if the complaint concerns the Town Administrator, to the Chair of the Board of Selectmen.
3. The aggrieved individual will receive in return a receipt that documents the date and time that the Town Administrator or Board Chair receives the completed complaint form.
4. The Select Board as a whole shall receive the complaint, in non-public session, filed at the next regularly scheduled Select Board Meeting. The complaint (including the name of the individual lodging the complaint, the department named in the complaint and the actual date and time received in Section 3. above) will be duly noted in the Select Board Non-Public Meeting Minutes.
5. The Select Board will determine whether the complaint provides sufficient information to warrant an investigation into the grievance charged. The Select Board may choose the appropriate vehicle through which to investigate the grievance, but they must specify the method chosen for the Non-Public Minutes.

6. The individual or group performing the investigation must provide a complete report of findings at the third subsequent Select Board Meeting, unless additional time to complete the investigation is requested for good cause and approved by the Board. If the grievance is founded, the individual or group will also recommend appropriate remedial measures, which may include, but is not limited to, additional training, changes in policy, or disciplinary action. It can also result in a finding that the allegation is unfounded (no misconduct occurred) or unsustainable (not supported by sufficient credible evidence). It is the ultimate responsibility of the Select Board to determine the appropriate remedial measures. The Select Board reserves the right to accept or reject the investigative recommendation in whole or in part. If the Board accepts a recommendation for disciplinary action, the Select Board shall provide the employee with a hearing to show cause why discipline should not be imposed. The disciplinary hearing shall be conducted in non-public session, unless the employee requests a public hearing.

7. The Select Board will notify the complainant whether their grievance has been determined to be founded, unfounded or unsustainable.

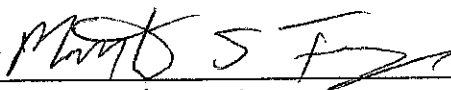
8. If the Select Board determine that a complaint received is superfluous in nature, harassing or directly and intentionally abusive of the process, they may waive any and all actions under this policy. If they choose to do so, they must make their reasoning and resulting actions a matter of record in the appropriate Select Board Meeting Minutes. This waiver action requires a unanimous vote of all five Selectmen.

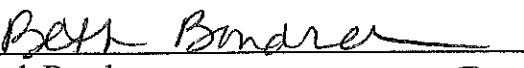
This policy shall be effective immediately upon adoption and shall remain in effect until superseded or replaced.

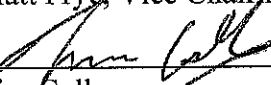
Date of Adoption: November 9, 2021

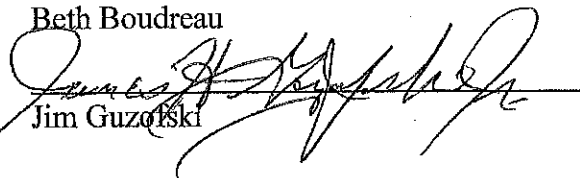
NORTHWOOD SELECT BOARD


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Matt Frye, Vice Chairman


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