

WHATCOM COUNTY COMPLAINT POLICIES & PROCEDURES

September 23, 2025

HR Actions to Address Consultant Recommendations

Investigations & HR Operations

- ✓ Standardize investigative methodology
- ✓ Enhance communication with complainants
- ✓ Timeliness & communication standards
- ✓ Case management – excel spreadsheet
- ✓ Maintain staffing/cross-training

Policies & Procedures

- ✓ Update personnel policies with clearly defined prohibited behaviors
- ✓ Integrate policies into broader training initiatives and handbook updates
- ✓ Make policies widely accessible
- ✓ Regular reminders about policies/procedures

Workforce Training & Development

- ✓ Implement NEOGOV Learn (learning management system) including department specific training
- ✓ Track training and completion rates
- ✓ New hire training on harassment/discrimination
- ✓ New hire supervisor training with expanded content on conflict management, complaint handling, and leadership
- ✓ Expanded required training for all staff and management
- ✓ Collect feedback on training quality and needs