



# County Technical Assistance Service

Published on e-Li (<https://eli.ctas.tennessee.edu>)

October 15, 2019

## Policy and Complaint Procedures

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Dear Reader:

The following document was created from the CTAS electronic library known as e-Li. This online library is maintained daily by CTAS staff and seeks to represent the most current information regarding issues relative to Tennessee county government.

We hope this information will be useful to you; reference to it will assist you with many of the questions that will arise in your tenure with county government. However, the *Tennessee Code Annotated* and other relevant laws or regulations should always be consulted before any action is taken based upon the contents of this document.

Please feel free to contact us if you have questions or comments regarding this information or any other e-Li material.

Sincerely,

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## Policy and Complaint Procedures

**Reference Number:** CTAS-1067

It is generally necessary for employers to establish, publicize, and enforce anti-harassment policies and complaint procedures. At a minimum, the policy should contain:

1. A clear explanation of prohibited conduct;
2. Assurance that employees who make complaints or provide information related to such complaints will be protected against retaliation;
3. A clearly described complaint process that provides accessible avenues of complaint;
4. Assurance that the employer will protect the confidentiality of harassment complaints to the extent possible;
5. A complaint process that provides a prompt, thorough and impartial investigation; and
6. Assurance that the employer will take immediate and appropriate corrective action when it determines that harassment has occurred.

**Non-Discrimination and Sexual Harassment Policies**

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**Source URL:** <https://eli.ctas.tennessee.edu/reference/policy-and-complaint-procedures>

