

## **HOTLINE POLICY FOR THE TOWN OF BLUFF**

“The Town of Bluff Hotline (“Hotline”)” provides an avenue for Bluff residents and visitors, including public employees and contractors, to report improper governmental activities including:

- \* Waste or misuse of public funds, property, or manpower
- \* Violations of a law, rule, or regulation applicable to the government
- \* Gross mismanagement
- \* Abuse of authority
- \* Unethical conduct

### Filing a Complaint

Complaints should be submitted in writing using Appendix A. Complainants should also submit any evidence that supports the complaint at this time. “Essential information” includes specifics on ‘who, what, where, when,’ as well as any other details that may be important such as information on other witnesses, documents, and pertinent evidence. Due to limited resources, our office is unable to accept complaints that are not specific in nature or that are not well supported by credible evidence. At a minimum please use the form as a guide to ensure the necessary information is provided. Submit complaints via the following methods:

Email to [hotline@townofbluff.org](mailto:hotline@townofbluff.org)  
US Mail: Town of Bluff Hotline  
P.O. Box  
Bluff, Utah 84512

Complainants may call the hotline at 435-672-9990

### Complaint Screening and Prioritization

After the Town receives your complaint, we will screen and prioritize it based on significance, internal resources, and other factors.

- \* Disagreements with management decisions or actions taken by elected officials that are within the law will not be investigated.
- \* Allegations of improper activities that are recent and/or on-going may receive a higher priority.
- \* In some cases, we may refer complaints to internal/external auditors or other entities, as considered appropriate. The Town will generally discuss these options with the complainant.
- \* Overly broad or vague complaints or complaints where evidence is unavailable may be declined or receive a low priority.

### Whistleblower Protection

*Utah Code Section 67-21-3* prohibits public employers from taking adverse action

against their employees for reporting government waste or violations of law in good faith, to the appropriate authorities. A public entity employee, public body employee, legislative employee, or judicial employee, is presumed to have communicated in good faith if they have given written notice or otherwise formally communicated the conduct to the Office of the State Auditor (see Utah Code Section 67-21-3(1)(b)(iv)(A) for more information.

#### Confidentiality

The identity of the complainant is considered protected information under the Utah Government Records Access and Management Act (GRAMA) and will be kept confidential if requested by the complainant. (See *Utah Code Section 67-31(15)*).

Complaints may be submitted anonymously to the hotline. However, the Town prefers that the complainant provide their name and phone number to allow us to ask follow-up questions, investigate the complaint thoroughly, and report back to the complainant. In addition, anonymous complaints do not invoke the Whistleblower protections.

ATTACHMENT A

**HOTLINE REPORTING FORM**

Email completed for to [hotline@townofbluff.org](mailto:hotline@townofbluff.org)

OR

Mail via US mail to the Town of Bluff Hotline, P.O. Box 324, Bluff, Utah 84512

**Complainant Information**

Complainant to remain anonymous?    Yes    No

Complainant would like a response?    Yes    No

| Complainant Name | Check One                   | Date Sent |
|------------------|-----------------------------|-----------|
| _____            | ____ Town of Bluff Employee | _____     |
|                  | ____ Town of Bluff Official |           |
|                  | ____ Citizen/Contractor     |           |

Home Address

\_\_\_\_\_

\_\_\_\_\_

Phone/Cell/Email

\_\_\_\_\_

Work Address and Information (if applicable)

\_\_\_\_\_

\_\_\_\_\_

**Information Concerning the Complaint (Please complete one form for each separate complaint.)**

Each improper action should be noted separately and supported with reliable and sufficient evidence. Supplying detailed information contributes to a thorough and efficient investigation. This form is designed to help you supply the needed information.

Who is the person(s) the complaint is against? Please provide name, position, agency, division and phone number.

Who is the above person's supervisor Please provide name, position and phone number.

What is the claim of improper governmental activity? Please describe in detail.

When did the event(s) take place? Please include dates, time, frequency.

Where did the event(s) occur?

Are there any other persons who might provide information or who witnessed the event? If so, what are their names, positions, agencies, divisions, and their contact information?

Is there evidence that can be examined or documentation that can be reviewed? Please provide any documentation you have.

How do you know about the improper action? Did you see it occur? Did you see documentation indicating it occurred? Did you hear about it from someone else?

What specific law or state regulation has been violated?

Please attach to the email or form supporting documentation, details and any and all other information available to support the complaints or concerns.

