



Procedure – Hate-Bias Reporting Form

- I. Hate-Bias Reporting Form Submission
 - A. The link to the Hate-Bias Reporting Form can be found on the City of Whitewater website under the following areas:
 1. How Do I page under Submit
 2. Equal Opportunities Commission page
 3. City Manager’s page
 - B. Once submitted, the form is emailed to the City Manager and Executive Assistant
 1. the individual submitting the form will receive a canned response from the website
 2. The Executive Assistant will respond to the complainant within as soon as possible, if an email address or phone number is supplied on the form
 3. Anonymous complaints will be investigated, but the individual submitting the form will not be notified of the outcome.
 4. Anonymous complaints will be forwarded to the Equal Opportunities Commission and the Common Council.
- II. Form Review
 - A. Hate Crimes vs. Bias or Hate Incident (per U.S. Department of Justice)
 5. Hate Crimes: At the federal level, a **crime** motivated by bias against race, color, religion, national origin, sexual orientation, gender identity, or disability
 6. Bias or Hate Incident: Acts of prejudice that are not crimes and **do not involve violence, threats, or property damage**
 - B. Formal vs. Informal Complaints
 1. Informal complaints can be based on a misunderstanding of accepted practices, codes, ordinances or duties of personnel and will be addressed by the City Manager through email or phone call if an email address or phone number is supplied on the form
 2. Formal complaints are based on definitions of hate crimes and/or bias or hate incidents and will be forwarded for investigation.
 - C. The form is reviewed by the City Manager
 1. The complaint is forwarded as follows:
 - a. Criminal complaints (threats, violence, property damage) – Police Department
 - b. Non-criminal complaints (involving citizens, city employees, board, committee, commission or council members) – City Manager and HR Manager or City Attorney
 - c. Non-criminal complaints concerning the City Manager – Common Council President and City Attorney
- III. Investigation
 - A. For individuals who supply contact information, status updates on the investigation will be sent as updates occur.
 - B. For complaints sent to the Police Department
 1. Request acknowledgement of receipt of complaint
 2. Request copy of report when completed
 - C. Investigation information will be released as appropriate.
 - D. Complaint updates will be submitted to the Equal Opportunities Commission.
- IV. Dispositions



Procedure – Hate-Bias Reporting Form

- A. All known individuals submitting a form will receive notification of the investigation outcome as soon as possible.
- V. Documenting Form Submissions
 - A. All form submissions will be documented capturing the following;
 - 1. date and time of the form submission
 - 2. complainant information
 - 3. type of complaint
 - 4. dates of contact with the complainant
 - 5. final disposition
- VI. Complaint Retention
 - A. All complaints will be retained for seven years after the resolution of the complaint.
 - B. The City Clerk shall retain the records.