

Whistleblower Hotline Policy**1.2.8****PURPOSE**

To provide a formal process for citizens and City employees to anonymously report concerns such as City Policy violations, theft or misuse of City resources, customer service complaints, discrimination, harassment, improper activities by City officials or employees, or to pose general questions.

BACKGROUND

On April 5, 2005, the San José City Council approved Item 3.4, which proposed that the City Manager's Office, the City Auditor's Office, and the City Attorney's Office coordinate to implement a one year "Fraud and Audit Hotline" pilot program. Following the conclusion of this pilot program, on August 29, 2006, the San José City Council approved Item 3.4 which continued the "Fraud and Audit Hotline," beyond its one year pilot program duration, and renamed it as the Whistleblower Hotline.

WHISTLEBLOWER HOTLINE INFORMATION

- Phone: (408) 535-8200 (Caller ID is disabled on this phone line)
- Fax: (408) 292-6436
- Email: hotline@sanjoseca.gov
- Internet Site: <https://www.sanjoseca.gov/your-government/departments-offices/office-of-the-city-manager/employee-relations/whistleblower-hotline>
- [Online Complaint Form](#)
- Address: City of San José
Whistleblower Hotline
200 E. Santa Clara St. (3rd Floor Wing)
San José, CA 95113-1905

ADMINISTRATION OF THE WHISTLEBLOWER HOTLINE

1. All calls placed to the Whistleblower Hotline are received on a dedicated phone, operated by the City Manager's Office of Employee Relations, that has Caller ID disabled to protect the anonymity of callers. Callers may choose to remain anonymous and are not required to provide any identifying information. An email address and online form have been established to receive concerns from persons who prefer to communicate in writing. The City also receives Whistleblower concerns through traditional mail, by facsimile, or in person. All incoming complaints are logged in a database maintained by the City Manager's Office of Employee Relations.
2. After receipt of a complaint, sufficient information is gathered and reviewed by the City Manager's Office of Employee Relations in order to determine the appropriate action for processing the complaint. Depending on the nature of the complaint, it may be appropriate to refer it to another City department for review, investigation and/or response; or it may be investigated by the City Manager's Office of Employee Relations as a confidential personnel matter. Allegations that are criminal in nature are referred to the San José Police Department (SJPD) prior to the commencement of a personnel investigation. The Office of

