

**City of Minneapolis**  
**Request for Committee Action**

**To:** Audit Committee  
**Date:** 10/20/2015  
**Referral:** N/A  
**From:** Internal Audit  
**Prepared by:** Will Tetsell  
**Presented by:** Will Tetsell  
**File type:** Receive & File  
**Subcategory:** Report

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**Subject:**  
Complaint Protocol Consultation Memorandum

**Description:**

1. Receiving the Complaint Protocol Consultation Memorandum
2. Directing staff to publish the report
3. Referring the report to the City Council

**Previous Actions:**  
None

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**Ward/Address:**

**Background/Analysis:**  
The objective of this project was to understand the ways in which the City handles employee complaints and any subsequent investigations in order to identify opportunities to improve processes.

**Financial Review:**

**No financial impact.**

Implementing the consultation recommendations may require additional appropriations.

- Future budget impact anticipated.**
- Approved by the Permanent Review Committee.**
- Meets Small and Underutilized Business Program goals.**

**Attachments:**

1. Complaint Protocol Consultation Memorandum