

BURLINGTON NORTHERN SANTA FE
INTERNAL COMPLAINT
RESOLUTION PROCEDURE

STEP 1

An employee who has an EEO/Employee Relations complaint should first attempt to resolve the complaint with his/her immediate supervisor and/or Department Head. An employee who fails to take this step will be asked to explain why this method was not utilized.

STEP 2

The complaint was not resolved in Step 1, the employee may contact an Employee Relations Representative for an appointment.

The employee discusses his/her concerns with the Employee Relations Representative, either in person or by telephone. During this conversation, the employee is informed that the entire discussion will be kept as confidential as possible and will not be discussed with anyone unless they have a legitimate need to know.

The Employee Relations Representative will determine if the complaint is an EEO/Employee Relations issue. If the issue is not, the employee will be referred to the proper department for assistance.

STEP 3

If the issue is related to EEO/Employee Relations, BNSF will conduct an internal investigation. This investigation will be conducted only upon request by the employee. A complaint form will be filled out authorizing the Employee Relations Representative to begin the investigation. During the investigation, the accused individual will be informed of the allegations and asked to respond.

STEP 4

After the investigation is completed, the Employee Relations Representative will decide if there is any merit to the complaint. If the complaint is meritless, the employee will be told the reason(s) why. If the complaint has merit, steps will be taken to correct the situation.

At no time is the employee discouraged from filing with an external government agency.