Where are my records?

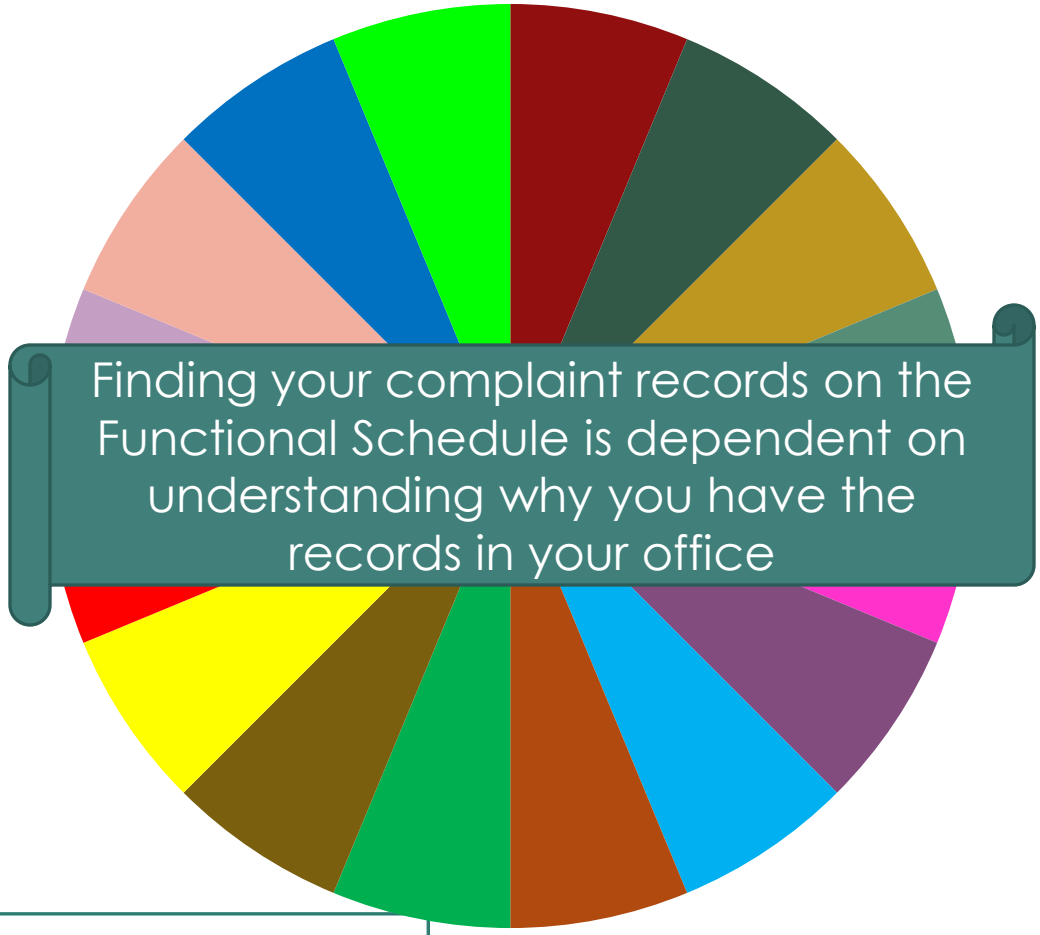
Complaints

Functional Schedule for North Carolina State Agencies

NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES

COMPLAINTS

Functions of State Government



Finding your complaint records on the Functional Schedule is dependent on understanding why you have the records in your office

- Agency Mgmt
- Asset Mgmt
- Econ Development
- Education
- Financial Mgmt
- Governance
- Healthcare
- HR
- IT
- Infrastructure Mgmt
- Law Enforcement
- Legal
- Monitoring & Compliance
- Public Assistance & Support Services
- PR
- Risk Mgmt

NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES

Next

COMPLAINTS

Resulted in no official investigation, hearing, or legal proceeding

Lodged by an employee

Lodged against an employee

Lodged against agency

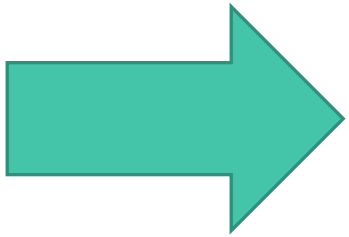
Lodged against a licensee/permittee

None of these

NC DEPARTMENT OF
NATURAL AND CULTURAL RESOURCES

Lodged by an employee

informal Equal Employment Opportunity inquiry process

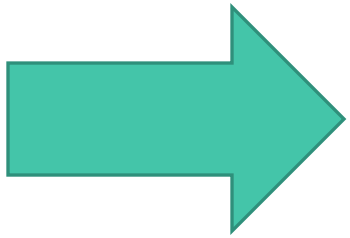


RC No. 8612: Grievances

back to menu

Lodged against an employee

complaint lodged against agency personnel that is resolved without investigation, where the employee is exonerated, or that is settled out of court

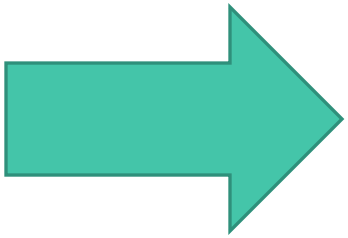


RC No. 811: Complaints

back to menu

Lodged against agency

objections, dissatisfaction, or disagreements with actions or positions taken or not taken by the agency

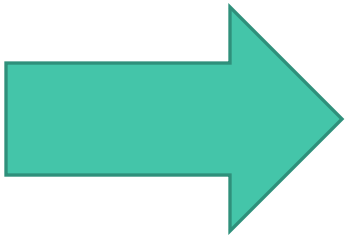


RC No. 1522: Constituent Comments, Complaints, and Petitions

back to menu

Lodged against a licensee/permittee

unsubstantiated complaint received about licensees and permittees that does not necessitate an investigation



RC No. 1335: Unsubstantiated Complaints

back to menu

Led to an official investigation, hearing, or legal proceeding

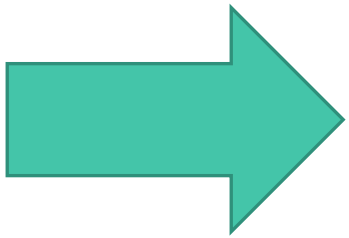
- Lodged by an employee
- Lodged against an employee
- Lodged against agency
- Lodged against a licensee/permittee
- Lodged against a provider/contractor
- Lodged by a consumer

None of these

NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES

Lodged by an employee

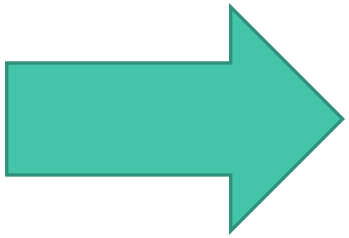
formal internal grievance process



RC No. 8612: Grievances

These records are the responsibility of OSHR.

grievance hearing conducted by the Office of State Human Resources

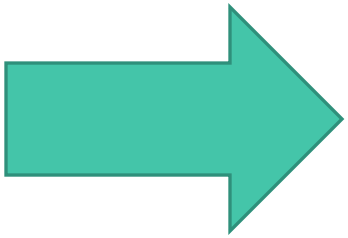


RC No. 8612: Grievances

back to menu

Lodged against an employee

complaint lodged against agency personnel that results in an internal affairs investigation

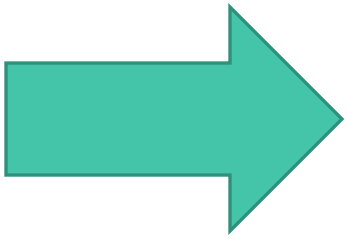


RC No. 812: Internal Affairs Case Records

back to menu

Lodged against agency

complaint that triggers an investigation about ethics or conduct within an agency, such as whistleblower reports or allegations of fraud

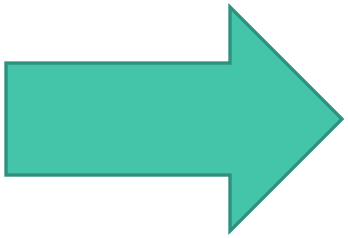


RC No. 1316: Improper Conduct Investigations

back to menu

Lodged against a licensee/permittee

complaint received about licensees and permittees that leads to an investigation and/or hearing

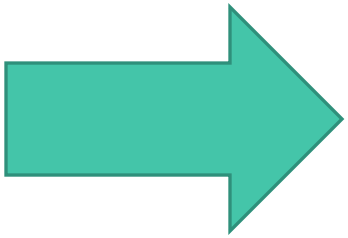


RC No. 1333: Investigation and Hearing Records

back to menu

Lodged against a provider/contractor

complaint received about providers or contractors that alleges noncompliance with Federal nondiscrimination requirements



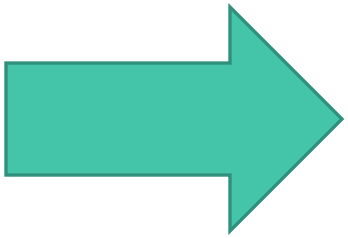
RC No. 1263: Discrimination Complaint Investigations

back to menu

Lodged by a consumer

These records are the responsibility of DOJ.

complaint about a private entity filed with and reviewed by the Department of Justice

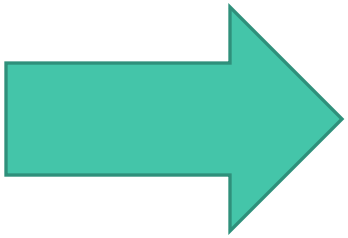


RC No. 1265.6: Legal Case Records

back to menu

COMPLAINTS

Any complaint that does not fall into one of the previously described scenarios is likely to become a legal case record.



RC No. 1265: Legal Case Records

NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES

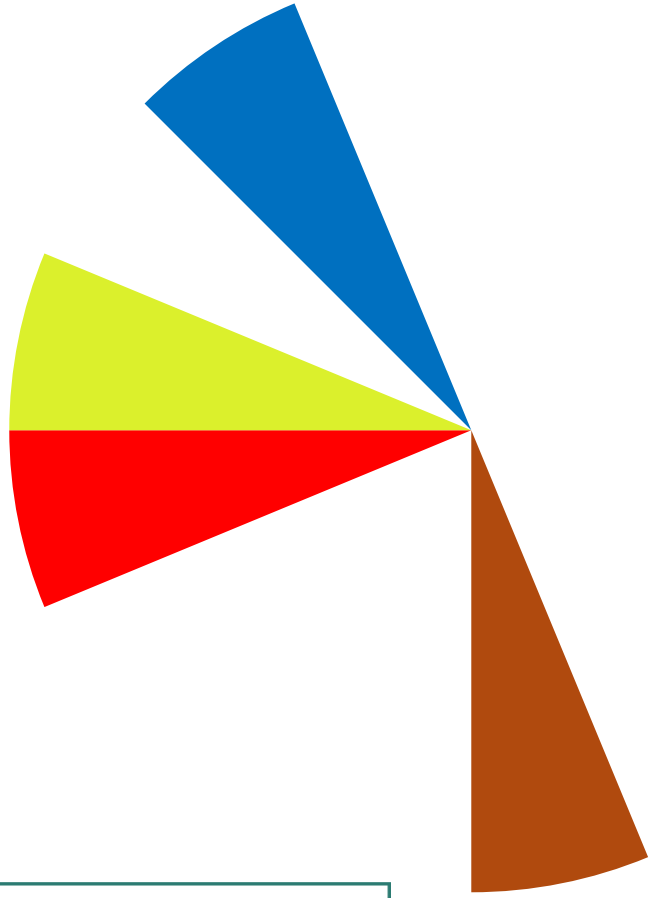
Next

Functions of State Government

So dependent on why you have complaint records in your office, you can find their appropriate retention and disposition instructions in one of four functions:

COMPLAINTS

Functions of State Government



- Agency Mgmt
- Asset Mgmt
- Econ Development
- Education
- Financial Mgmt
- Governance
- Healthcare
- HR
- IT
- Infrastructure Mgmt
- Law Enforcement
- Legal
- Monitoring & Compliance
- Public Assistance & Support Services
- PR
- Risk Mgmt

NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES

Next

For more information

You can find the names of the Chief Records Officer and the Records Analyst for your agency on our website at:

https://archives.ncdcr.gov/government/records-management-services-and-training/chief-records-officers

NC DEPARTMENT OF NATURAL AND CULTURAL RESOURCES

Next

For more information

You can find the *Functional Schedule for North Carolina State Agencies* on our website at:

https://archives.ncdcr.gov/government/retention-schedules/state-agency-schedules

NC DEPARTMENT OF
NATURAL AND CULTURAL RESOURCES