ADDENDUM 1 - BYLAWS
Revised 1.22.2015

ARTICLE I - PURPOSES

1.1 The purposes of the Corporation are exclusively for charitable purposes as set forth in the Articles of Incorporation. In pursuing such purposes, the Corporation shall not act so as to impair its eligibility for exemption under Section 501(c)(6) of the Internal Revenue Code of 1986, as amended.

ARTICLE II - OFFICES

2.1 Registered Office. The registered office of the Corporation, known hereafter as the Society, shall be at 100 North 20th Street 4th Floor Philadelphia, PA 19103 or such other location in Pennsylvania as the Directors may from time to time determine.

2.2 Other Offices. The Society may also have offices at such other places as the Directors may select and the business of the Society shall require.

ARTICLE III - MEMBERS

3.1 Number and Dues. Full Members shall be social workers who hold a social work degree from a school of social work accredited by the Council on Social Work Education, the Canadian Association of Social Work Education, etc. and who are either:

(a.) Social workers employed in health care settings

(b.) Social workers who have primary responsibility as consultants in the administration of social work programs in health care institutions;

(c.) Social Workers in healthcare settings or agencies who may or may not have leadership responsibilities by title, but who demonstrate leadership through their practice.

(d.) Individuals who have primary responsibility for graduate education of social workers in a school accredited by the Council on Social Work Education;

(e.) Students in a school of social work accredited by CSWE, or

(f.) Members in good standing who continue to pay dues, but, by nature of a change or advancement of position, no longer meet the eligibility requirements of category A, B, C, D or E

(g.) Associate Members are individuals or businesses who do not hold a social work degree but have substantial responsibility or interest in the
leadership of social work functions in a health care setting. Associate members are not eligible to hold office. (delete this)

(h.) Members who are representative and inclusive of a broad spectrum of our domestic and international communities.

Dues, if any, for members shall be determined each year by the Board of Directors.

3.2 Requirements for Membership. The Directors may establish any additional criteria for membership. The board of Directors shall deny membership for reasons deemed sufficient by the Directors.

3.3 Regular Meetings. Meetings shall be held as determined by the members.

3.4 Annual Meetings. The Annual Meeting of the members shall be held at the principal office of the Society or at such time or place as the Directors shall determine upon not less than 60 days notice to the members.

3.5 Special Meetings. Special meetings of the entire membership may be called by the President, the Board or at the written request of 10% of the membership. At least five (5) days written notice stating the time, place and purpose of any special meeting shall be given to the members entitled to participate.

3.6 Quorum. Those members present at any duly convened meeting shall constitute a quorum for the transaction of business at the meeting.

3.7 Voting. Each Full Member shall be entitled to one vote, in person, by ballot, by mail, by email or by proxy in accord with Section 3.8. Unless otherwise required by these Bylaws, the manner of voting on any matter, including changes in the articles or bylaws, may be by voice vote, show of hands, email vote or by ballot, as determined by the members present, by mail or email if determined by the Board of Directors (not present) and a ballot is sent with notice of the question to be voted upon.

3.8 Majority Consent of Members in Lieu of a Meeting. Any action which may be taken at a meeting of members may be taken without a meeting if consent or consents in writing from the majority of votes received setting forth the action to be taken is met.

3.9 Expulsion from Membership. Any member may be expelled from membership, without the assignment of any cause, upon a majority vote of Directors at a duly convened meeting, provided that written notice of the intention to expel and reasons therefore have been provided in the notice of the meeting. No member shall be expelled without having the opportunity to be heard at such meeting, but no formal hearing procedure need be followed.

3.10 Honorary Titles. The Directors may create honorary classes of “membership,” such as Unemployed/Retired, and such other additional classes of “membership,” as they may see fit, pursuant to such rules and regulations as they may determine.
ARTICLE IV - DIRECTORS

4.1 **Powers.** The business and affairs of the Society shall be managed by the Board of Directors, except as otherwise required by the Act, these Bylaws or a resolution duly adopted by the Board.

4.2 **Qualifications of Directors.** Each Director shall be an individual of full age and a member in good standing, of the Society.

4.3 **Number, Election and Term of Directors.** The Board of Directors shall consist of not less than six (6) or more than nine (9) persons, including the President-Elect, President and Immediate Past-President. Directors shall be chosen by ballot of the members and shall serve for terms of 3 years and until their successors are elected and qualified. As nearly as possible, an equal number of terms of board members at large shall expire.

4.4 **Removal.** Any Director may be removed from office, without the assignment of any cause, by a vote of a majority of Directors in office, or of members present, at a duly convened meeting of the Board or members, as the case may be, provided that written notice of the intention to consider removal of such Director has been included in the notice of the meeting. No Director shall be removed without having the opportunity to be heard at such meeting, but no formal hearing procedure need be followed.

4.5 **Quorum.** A majority of all the members of the Board present at any duly convened meeting shall constitute a quorum for the transaction of business at any meeting, and the acts of the majority of the Board present at a meeting at which a quorum is present shall be the acts of the Board, unless a greater number is required by the Act or these Bylaws.

4.6 **Vote.** Every Director shall be entitled to one (1) vote. The President will vote when required to break a tie.

4.7 **Unanimous Consent of Directors in Lieu of Meeting.** Any action which may be taken at a meeting of the Board may be taken without a meeting if a consent or consents in writing (by mail or email) setting forth the action so taken shall be signed by all of the Directors in office and shall be filed with the Executive Committee of the Society.

4.8 **Annual Board Meeting.** The Annual Meeting of the Board shall be held within the first quarter of each calendar year.

4.9 **Regular Meetings.** Regular meetings of the Board shall be held as determined by the Board. Regular meetings may be face-to-face or by conference call.

4.10 **Special Meetings.** Special meetings of the Board may be called by the President or by one-third of the Board at any time. At least five (5) days notice stating the time, place and purpose of any special meeting shall be given to the members of the Board.
4.11 **Adjourned Meetings.** When a meeting is adjourned, it shall not be necessary to give any notice of the adjourned meeting or of the business to be transacted at an adjourned meeting, other than by announcement at the meeting at which such adjournment is taken.

4.12 **Teleconference Meetings.** One or more Directors may participate in a meeting of the Board or any committee thereof by means of a conference telephone or similar communications equipment by which all persons participating in the meeting can hear each other.

**ARTICLE V - OFFICERS**

5.1 **Positions, Election, Term.** The officers of the Society shall include a President, a President-Elect, an Immediate Past-President, a Treasurer and such other officers whose positions shall be created from time to time by the Directors. The Treasurer shall be elected by the Directors from among the second year Directors at the Annual Meeting of Directors and shall serve for a term of one year and until his/her successor is elected and qualified. The President-Elect shall be elected by the members, shall serve for a term of one year and shall succeed to the position of President, and then to the position of Immediate Past-President. The Immediate Past-President shall serve on the board for a term of one year after the year of service as President. Elections shall occur in the third quarter of each calendar year and will be accomplished by a mailing to the membership or through electronic voting.

5.2 **Executive Committee of the Board of Directors.** The Executive Committee of the Board of Directors shall consist of the President, the Immediate Past-President, the President-Elect and the Treasurer with the guidance from Fernley. The duties of the Executive Committee shall be to conduct the business of the Society between Board Meetings in keeping with the Board of Directors established policies and directives.

5.3 **Duties.** The duties of the officers shall include the following:

(a) The President shall preside at all meetings of the members, Directors, and Executive Committee; shall generally supervise the business of the Society; and shall execute documents on behalf of the Society. The President shall be an ex-officio member of every committee. The President shall appoint the chairperson of all committees and work groups which are created by the Board. The committees, work groups and chairpersons shall be reflective of the broad membership. The appointment of these members shall be considered on the principles of diversity and inclusiveness of the organization.

(b) The President will assign responsibility for completion of the minutes. The President shall assure that appropriate notice is given for all meetings of the Board and members; and shall perform such other duties as may be prescribed by the Board or by the President.

(c) The Treasurer shall assure that accurate accounts of the receipts and disbursements of the Society are maintained; shall cause financial reports to be provided to the Board and the members as requested, but not less than once a year; and shall perform such other duties as may be prescribed by the Board or by the President.
5.4 **Removal of Officers.** The Treasurer may be removed by the Board whenever in its judgment the best interests of the Society will be served thereby, but such removal shall be without prejudice to the rights of any person so removed. The President-Elect, President or Immediate Past-President may be removed as officer and director pursuant to Section 4.3.

**ARTICLE VI - COMMITTEES**

6.1 **Establishment.** The Board may establish one or more committees or work groups to consist of one or more Directors of the Society. The appointment to any committee or workgroup should always reflect the diverse interests of the organization. Any such committee, to the extent provided in the resolution of the Board, shall have and may exercise all of the powers and authority of the Board, except that no committee shall have any power or authority as to the following:

(a) The filling of vacancies on the Board.

(b) The adoption, amendment or repeal of the Bylaws.

(c) The amendment or repeal of any resolution of the Board.

(d) Action on matters committed by the Bylaws or by resolution of the Board to another committee of the Board.

6.2 **Appointment of Members.** Unless otherwise determined by the Board, the President shall appoint chairpersons of all committees. Members may be recommended or assigned by the board or the committee chair. The leadership of the organization shall ensure that there is a recruitment strategy to ensure inclusiveness and diverse representation of the membership.

6.3 **Creation & Composition of Advisory Boards.** The Society may, in its discretion, establish Advisory Boards which may include as members persons who are not members of the Board. Members who are considered for these boards should be representative of a broad spectrum of our domestic and international communities. Such Advisory Boards shall have no right to bind the composition and shall have only such responsibilities and duties as delegated to it by the Board or the President.

**ARTICLE VII - RESIGNATIONS AND VACANCIES**

7.1 **Resignations.** Any member, Director or officer may resign such position at any time, such resignation to be made in writing and to take effect from the time of its receipt by the Society, unless some later time may be fixed in the resignation, and then from that date. The acceptance of the resignation by the Board shall not be required to make it effective.
7.2 **Filling Vacancies.**

(a) If the position of any Director becomes vacant, by an increase in the number of Directors, or by reason of death, resignation, disqualification or otherwise, the remaining Directors by affirmative vote of a majority of all Directors may choose a person or persons who shall hold office for the remaining term.

(b) If the position of Treasurer becomes vacant, by an increase in the number of officers, or by reason of death, resignation, disqualification or otherwise, the Directors may choose a person or persons who shall hold office for the remaining term. If the office of President-Elect becomes vacant, the members of the Board may appoint a qualified person at their discretion. If the office of President becomes vacant, the President-Elect shall assume the office of President and may serve the full term as President to which he or she was scheduled to serve. If the office of Immediate Past-President becomes vacant, the Board may appoint a former President to occupy that office.

**ARTICLE VIII - MEETINGS AND NOTICE**

8.1 **Place of Meetings.** Meetings may be held at such place within or without Pennsylvania as the Board may determine.

8.2 **Notice.** Whenever written notice is required to be given to any person, it may be given to such person either personally or by sending a copy thereof by mail, facsimile transmission or electronic mail to that person's address appearing on the books of the Society. Such notice shall specify the place, day and hour of the meeting and any other information which may be required by the Act or these Bylaws.

8.3 **Waiver of Notice.** Any required notice may be waived by the written consent of the person entitled to such notice either before or after the time for giving of notice, and attendance of a person at any meeting shall constitute a waiver of notice of such meeting, except where a person attends a meeting for the express purpose of objecting to the transaction of any business because the meeting was not lawfully called or convened.

**ARTICLE IX - LIABILITY AND INDEMNIFICATION**

9.1 **General Rule.** A Director shall not be personally liable for monetary damages as Director for any action taken, or any failure to take any action, unless:

(a) the director has breached or failed to perform the duties of Director in accordance with the standard of conduct contained in Section 5712 of the Act and any amendments and successor acts thereto; and

(b) the breach or failure to perform constitutes self-dealing, willful misconduct or recklessness;
Provided, however, the foregoing provision shall not apply to (a) the responsibility or liability of a Director pursuant to any criminal statute or (b) the liability of a Director for the payment of taxes pursuant to local, state or federal law.

9.2 **Indemnification.** The Society shall indemnify any officer or Director who was or is a party or is threatened to be made a party to any threatened, pending or completed action, suit or proceeding, whether civil, criminal, administrative or investigative, (and whether or not by, or in the right of, the Society) by reason of the fact that such person is or was a representative of the Society, against expenses (including attorneys' fees), judgments, fines and amounts paid in settlement actually and reasonably incurred in connection with such action or proceeding if such person acted in good faith and in a manner he or she reasonably believed to be in, or not opposed to, the best interests of the Society, and with respect to any criminal proceeding, had no reason to believe such conduct was illegal, provided, however, that no persons shall be entitled to indemnification pursuant to this Article in any instance in which the action or failure to take action giving rise to the claim for indemnification is determined by a court to have constituted willful misconduct or recklessness; and provided, further, however, in instances of a claim by or in the right of the Society, indemnification shall not be made under this section in respect of any claim, issue or matter as to which the person has been adjudged to be liable to the Society unless and only to the extent that the court of common pleas of the judicial district embracing the county in which the registered office of the Society is located or the court in which the action was brought determines upon application that, despite the adjudication of liability but in view of all the circumstances of the case, such person is fairly and reasonably entitled to indemnity for such expenses that the court of common pleas or other court shall deem proper.

9.3 **Procedure.** Unless ordered by a court, any indemnification under section 9.2 or otherwise permitted by law shall be made by the Society only as authorized in the specific case upon a determination that indemnification is proper in the circumstances because he or she has met the applicable standard of conduct set forth under that section. Such determination shall be made:

(a) by the Board of Directors by a majority vote of a quorum consisting of directors who were not parties to the action or proceeding;

(b) if such a quorum is not obtainable or if obtainable and a majority vote of a quorum of disinterested directors so directs, by independent legal counsel in a written opinion; or

(c) by the members.

9.4 **Advancement of Expenses.** Expenses incurred by a person entitled to indemnification pursuant to this Article or otherwise permitted by law in defending a civil or criminal action, suit or proceeding may be paid by the Society in advance of the final disposition of such action, suit or proceeding upon receipt of an undertaking by or on behalf of such person to repay the amount so advanced if it shall ultimately be determined that such person is not entitled to be indemnified by the Society.

9.5 **Continuing Right to Indemnification.** The indemnification and advancement of expenses provided pursuant to this Article shall continue as to any person who has ceased to be
an officer or Director of the Society and shall inure to the benefit of the heirs, executors and administrators of such person.

9.6 Other Rights. This Article shall not be exclusive of any other right which the Society may have to indemnify any person as a matter of law.

ARTICLE X - AMENDMENTS

10.1 The Articles of Incorporation of the Society may be amended by a majority of members present at any duly convened meeting of members after not less than 30 days notice of such purpose has been given, including a copy of the proposed amendment or a summary of the changes to be effected thereby.

10.2 The Bylaws may be amended by a majority of members present at any duly convened meeting of members, by email vote or, to the extent not prohibited by law, by vote of the majority of all Directors in office at a duly convened meeting of Directors, after notice of such purpose has been given, including a copy of the proposed amendment or a summary of the changes to be effected thereby.

ARTICLE XI - MISCELLANEOUS

11.1 Fiscal Year. The fiscal year of the Society shall begin on the first day of July and end on the last day of June.

11.2 Headings. In interpreting these Bylaws, the headings of articles shall not be controlling.

11.3 Bond. If required by the Board, any person shall give bond for the faithful discharge of his or her duty in such sums and with such sureties as the Board shall determine.

11.4 Subventions. The Society shall be authorized, by resolution of the Directors, to accept subventions on terms and conditions not inconsistent with the Pennsylvania Nonprofit Corporation Law and to issue certificates therefore.

11.5 Corporate Seal. The corporate seal of the Society shall be in circular form and shall bear the name of the Society and the words “Corporate Seal, Pennsylvania 2001.”

ADDENDUM II

SSWLHC POLICIES AND PROCEDURES

INTRODUCTION
The Society is governed by the by-laws adopted and amended by a majority vote of the membership. For those day to day operational issues which require consistency in practice, the following policies and procedures have been documented through historical precedent; the collective memory of current and former leaders and board recommendations based on the
current environment in which the society exists. To ensure flexibility and responsiveness to an ever changing professional and healthcare environment, these policies will be reviewed at least biennially by the board or an assigned work group and revisions made as deemed appropriate by the board.

BOARD MEETINGS

- Monthly Calls – The board will conduct monthly meetings via conference call on a date agreed upon as each President takes office. Minutes of these meetings will be taken by the Secretary and after review by the Board, forwarded to Fernley and Fernley for distribution prior to the next meeting. Agendas for the meeting are sent to board members in advance of the conference call. These meetings are attended by the Account Manager from Fernley and Fernley.

- Face To Face Meetings – If the budget allows, two face to face meetings are held each year, one in summer and one in fall. Meetings are held in Philadelphia at the Fernley and Fernley office or as otherwise noted in advance. Expenses for this meeting are covered by the Society and include hotel, transportation and meals during the meeting. The executive committee will review the budget in advance of each face to face meeting to determine if reimbursement may be provided for private rooms or for double occupancy. In the case that double occupancy is required, members may elect to pay the difference for a private room.

- Attendance – Meetings/Telephone conferences are scheduled in advance to allow members to arrange their calendars to ensure attendance. Absence from three meetings/telephone conferences will result in executive committee review and discussion re: continued membership on the board. (refer to 4.4)

- The Executive Committee is composed of the President, President-Elect, Past President and the Treasurer along with a representative of Fernley. The Executive Committee meets monthly by conference call to plan the agenda and take care of other issues as they arise.

- Board Orientation –
  - New board members are invited to attend the December board call to receive initial exposure to the structure and process of the board calls and activities
  - New board members are provided the following documents as part of the orientation packet:
    - Bylaws
    - Board Membership list
    - Strategic Plan
    - Orientation Handbook
    - List of work groups, responsibilities and liaisons
    - Job descriptions for all board positions
    - Fernley and Fernley responsibilities
    - Policies and Procedures
FINANCES

- **Treasurer Appointment**
  - It is the responsibility of the President-Elect to identify a continuing board member to assume the responsibilities of the treasurer’s position for the upcoming year.
  - The current Treasurer will provide orientation prior to leaving this office.

- **Budget Preparation - Society**: A draft of the annual budget is developed prior to the last face to face meeting in the preceding year and presented to the board for review and approval at that meeting. Fernley and Fernley provides a report of the year to date expenses as well as projected expenditures and revenues for the remainder of the year to provide a basis for determining budget amounts for the coming year.

- **Financial Reports**: Fernley and Fernley provides a monthly update of expenses and revenues to the Board by the 20th of following month. This report, along with observations re: the current budget alignment, is presented on the monthly board conference calls.

- **Membership Reports**: Fernley and Fernley will provide a monthly report to all members at the beginning of the month.

- **Audits**: A limited audit will be done annually as required by regulatory bodies. A full audit of the books will be done every three years by a firm selected by the board.

ANNUAL MEETING

- **The Chairperson** for the Annual Education Committee and Vendor Committee are selected by the President-Elect to ensure planning begins one year in advance of the meeting.

- **The Annual Education Committee** is autonomous in planning the meeting, including selection of keynote speakers and presentations. The only exception to this policy is in the case of a major change in the budget for this event, in which case board approval is required.

- **Speakers at the national meeting** are not required to be members of the organization, however, if they are attending more than their individual presentation, they will be required to pay the non-membership fee for attendance.

- **Honorariums for workshops/reports from the field** may be in the form of reduction in meeting registration, the amount to be established as part of the budgeting process. The program planning committee is empowered to make an exception to this policy when it is determined that a specific subject is important for inclusion in the program, at which time they may elect to provide a monetary honorarium to obtain the appropriate speaker(s). Presenters for the intensives and keynote speakers may be provided a monetary honorarium to be established as part of the annual meeting budget.

BOARD REIMBURSEMENT FOR ANNUAL MEETING

- **Attendance at the annual meeting** is one of the expectations of board membership.
- **Registration** for the annual meeting will be waived for all board members.
- **Hotel and travel expenses** are the responsibility of each board member. The only exception is for the President, whose room is provided by the hotel at no charge as part of the meeting contract.
• In the event that a board meeting is scheduled in conjunction with the annual meeting, expenses such as hotel room, etc. related to the additional stay will be reimbursed by the Society

AWARDS COMMITTEE
• The Chairperson of the Award Committee is appointed by the President-Elect for the next year and historically has been a previous award winner
• The Committee is composed of 3-5 members chosen by the Chairperson
• The President serves as liaison to this committee, but does not participate in the selection conference call
• When appropriate (do not meet award criteria) nominations are not received, the award will not be given

KERMIT NASH AWARD
• The Multi-Ethnic Coalition of the Society for Social Work Leadership in Health Care have generously donated funds to honor the memory of Dr. Kermit B. Nash, former national Board Member, Hy Weiner Award member, a founding member of the Coalition and long time member of the society. In 1997, he was elected as national President-Elect but resigned due to illness before he could take office. Those who knew Kermit remember him as an articulate, passionate and committed human being with a zest for life.
• All donations to the Kermit B. Nash Fund will be used to underwrite the expenses related to the Kermit Nash awardee and presentation at the Annual meeting?

COMMITTEES
• Committees and Work Groups are reviewed each year by the board for current relevance and need for continued operation.
• Committee and Work Group Chairs are appointed by the President with in-put from the board. The only exception is the chair of the Annual Meeting which is appointed by the President-Elect.
• A list of current Committees/Work Groups, goals and members is updated each year and maintained at Fernley headquarters.
• The Committee Chair s responsible for setting up all conference calls as requested by committee/work group chairs/liaisons.
• Minutes of committee/work group meetings are to be submitted to the Fernley & Fernley office for distribution to the board prior to its next call.

LICENSING AGREEMENT
• Chapters with affiliate status may use the SSWLHC logo per the policy outlined in this document.
• A listing of current chapter presidents will be maintained by Fernley & Fernley with assistance from the board.

LOGO USE
• Chapter affiliates may use the SSWLHC logo for marketing and general correspondence under the following conditions:
  o The general layout of the logo must remain intact.
  o The chapter may add their individual name under the logo, as long as SSWLHC remains as part of the logo.
  o While chapters may use an alternate title for their chapter, the name Society for Social Work Leadership in Health Care cannot be removed or changed in the logo.
  o The Logo must be in blue and white or black and white.

MAILING LIST
• The mailing list (including email lists) shall not be distributed except to groups with common goals/missions, e.g. AHA, NASW, etc.
• Those approved groups requesting a copy of the mailing list will be charged a fee of $500.00
• Vendors exhibiting at the annual meeting will be provided a list of attendees (do we do this?), not the full mailing list.

NOMINATIONS:
• In the spirit of encouraging increased membership participation in the election process, ensuring a perception of inclusiveness in welcoming new talent to leadership positions within the Society and in an effort to more effectively use limited resources, it is the recommendation of the board that candidates for office and their respective chapters refrain from distributing letters of endorsement during the election process.
• This board recommendation will be part of the candidate instruction packet and will be reiterated each year in the Official Ballot Packet to ensure membership understanding of this change in a traditional practice.

WHISTLEBLOWER POLICY
This Whistleblower Policy of the Society of Social Work Leadership in Health Care (SSWLHC): (1) encourages staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of the Organization; (2) specifies that the Organization will protect the person from retaliation; and (3) identifies where such information can be reported.

1. Encouragement of reporting. The Organization encourages complaints, reports or inquiries about illegal practices or serious violations of the Organization’s policies, including illegal or improper conduct by the Organization itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the Organization has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via the Organization’s human resources channels, unless those channels are
themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.

2. **Protection from retaliation.** The Organization prohibits retaliation by or on behalf of the Organization against staff or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The Organization reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.

3. **Where to report.** Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis. They should describe in detail the specific facts demonstrating the bases for the complaints, reports or inquiries. They should be directed to the Organization’s chief employed executive or President of the Board of Directors; if both of those persons are implicated in the complaint, report or inquiry, it should be directed to the Immediate Past President. The organization will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the Organization may be unable to fully evaluate a vague or general complaint, report or inquiry that is made anonymously.