REAL-TIME SECURITY WORKFORCE MANAGEMENT

A Complaint Channel a Supervisor Can't Filter

How direct-to-ownership complaint routing closes the notice-without-action gap — after four buried complaints cost $1.1 million.

THE SITUATION

A mid-size security company staffed a predominantly female overnight crew across hotel sites. Over eight months, three women separately reported the same male colleague for sexually explicit comments and unwanted messages. Their supervisor — a personal friend of the accused — told each one he'd "take care of it." No report was ever filed. The guard was quietly moved to a new site, where a fourth complaint surfaced within six weeks.

All four complainants joined a single EEOC charge. The investigation found a clear pattern of notice with no action. The company settled for $1.1 million, fired both the guard and the supervisor, and lost two hotel clients the moment the case became public record.

WHAT WENT WRONG

- Complaints went to a supervisor who was a friend of the accused
- Each complaint was taken verbally and never filed
- The accused was quietly transferred instead of investigated
- A fourth complaint surfaced within six weeks at the new site
- An EEOC investigation found clear notice with no action

THE BUSINESS IMPACT

All four complainants joined a single EEOC charge, and the investigation found a clear pattern of notice with no action. The company settled for $1.1 million, fired both the guard and the supervisor, and lost two hotel clients the moment the case became public record.

MISCONDUCT GAP	CONSEQUENCE
Complaints to a compromised supervisor	**Reports buried**
No filing, no documentation	**Notice without action**
Quiet transfer of the accused	**A fourth complaint**
Pattern of inaction	**EEOC charge, four claimants**
Public court record	**Two hotel clients lost**

CASE STUDY 14 · CONTINUED

The InstaNotified™ Solution

InstaNotified routes complaints directly to ownership — no single supervisor can filter or bury them. Every communication is timestamped and stored, so 100% of complaints are documented rather than left to memory, and a full audit trail is ready for any investigation.

RESULTS AT A GLANCE

What changed after InstaNotified™

$1.1M Settlement Avoided	**Direct** Complaint Routing
100% Documented	**Full** Audit Trail