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AUG 14 2025

CITY CLERK'S OFFICE

CITY OF SPOKANE ETHICS COMMISSION

ETHICS COMPLAINT FORM

A complaint must be in writing, submitted on this form, and it must describe the allegations with sufficient detail to enable both the Commission and the person who is the subject of the complaint to reasonably understand the nature of the complaint. The complaint must also be signed, dated, and filed with the City Clerk's Office, and it must include a statement indicating that, to the best of the person's knowledge, information, and belief formed after reasonable reflection, the information in the complaint is true.

When you have completed this form, submit it to:

Office of the City Clerk
808 W. Spokane Falls Blvd.
Spokane, WA 99201-3342
clerks@spokanecity.org
509.625.6350

****Please be advised that the completed complaint form is a public record pursuant to the Washington State Public Records Act, Chapter 42.56 RCW and will be filed with the City Clerk's Office, posted on the Ethics Commission's website and provided to the person who is the subject of the complaint as well as any other individual making request for a copy of the complaint. The Ethics Commission's review of the complaint will occur in a meeting open to the public. ****

Pursuant to the City of Spokane's Code of Ethics, I am filing a complaint regarding conduct which I believe constitutes a violation of the City's Code of Ethics.

Name, position, and department of person(s) I believe to have violated the Code of Ethics:

Name: ~~Johanna Joseph~~ Josh Kent

Position/Title: ~~My311 Customer Service Assistant~~ My 311 Supervisor

Nature of Code of Ethics violation:

What specific provision of SMC 1.04B.050 do you believe has been violated?
Workplace harassment, bullying, violating ADA Accommodations.

Describe in as much detail as possible the alleged Code of Ethics violation conduct. Attach additional sheets of paper, if necessary. Please include all documentation you believe demonstrates a violation. Your description should include the date, location and frequency of the alleged violation.

My supervisor has been caught multiple times with unfair treatment with aggressive mannerisms. When reported to my director, he now has had forms of communication either documented or a 3rd party has to be present. My recent reviews have had to have involvement with HR and now a union rep because the negative reviews have been fabricated once I was able to review the feedback and compare to the actual work I conducted. Everything is printed out, and documented. These issues have been ongoing since April 2025. We've even spoken to a union rep about the my supervisor

refusing to accommodate time off for a doctor's visit and when HR and the union rep consulted my director about the incident, my director stated that my supervisor acted of his own accord and declined my time off without following standard work process to accommodate doctor's appointments. I also have ADA Accommodations, and I reported to both my Director and HR when my supervisor has violated them.

Names and positions of the persons who may have witnessed the event:

Sasha Hoffman, My311 Supervisor

Heather Sweet, My311 Director

Nicole Farmian, HR

Ryan Couch, HR

Evidence or documentation

Please list any evidence or documentation that would support your allegation of a Code of Ethics violation. Indicate whether you can personally provide that information.

Emailed reviews containing falsified comments to produce failing evaluations, with collaborations with Patti Kendall. Email denying medical appointments, not provided other options to submit a time off request and creating a false criteria making it impossible to submit a request. This was reported to

Heather Sweet and no one responded back to my request to be able to set up a doctor's appointment.

Complainant Declaration

I declare under penalty of perjury of the laws of the State of Washington that to the best of my knowledge, information, and belief formed after reasonable reflection, the information in the complaint is true and correct.


Complainant's Signature

8/14/25
Date

Date and Place (e.g. City, State)

Spokane, WA

Name (please print): Johann Joseph

Address: 1715 S. Hayford Rd S206, Spokane WA 99224

Phone Number(s): 951.283.5726

E-Mail Address: iamjdjoseph@gmail.com

Service Request Details	
Service Request Number	SR Owner
25-00122478	Utility Billing
Status	Worker Owner
Closed	Simone Humann
Subject	
Closing Bill Request	

From: Kent, Josh <jkent@spokanecity.org>

Sent: Monday, August 4, 2025 2:20 PM

To: Joseph, Johann <jjoseph@spokanecity.org>; Sweet, Heather <hsweet@spokanecity.org>

Subject: June CRM Audit

Hello Johann,

Attached is a copy of the CRM Audit we reviewed on 7/30. You will find the various tabs we reviewed for each of the different CRM types. Please see the Miscellaneous row (row 15) on each tab to review the items we discussed during your CRM Audit review. The text in black font is the original notes provided by Patti when she completed the audit. The text in blue italicized font is the items we discussed as part of the review as it relates to the specific audit feedback.

We excluded the Parks CRM Audit related to SR 25-00109701 from your overall effectiveness rating, taking into account supervisor direction and after further discussion with Sascha regarding the feedback provided. This did change the overall effectiveness rate from 84% to 84.8%. The feedback on using the greenspace map and how to submit these requests remains applicable for future requests; however, we acknowledge the specifics of this request and you following the specific direction you were given at the time of the request.

Should have been given 100% scoring since it was filled in correctly. Instead it was tossed out
 Please let me know if you have any questions regarding what we discussed or what is outlined as a recap of the items we discussed during this CRM Audit.

Regards,



Joshua Kent | City of Spokane | Spokane 311 | Customer Service Supervisor
 Phone: (509) 242-8495 | Fax: (509) 625-6560 | Email: jkent@spokanecity.org



Emails and attachments sent to or from the City, including personal information, are presumptively public records that are subject to disclosure. – Chapter 42.56 RCW

Joseph, Johann

From: Joseph, Johann
Sent: Wednesday, August 13, 2025 9:45 AM
To: Farmanian, Nicole; Couch, Ryan
Cc: natalieh@council2.com
Subject: FW: June CRM Audit
Attachments: 06_Jun CRM Audit_Joseph Feedback included.xlsx

Importance: High

Hello,

Attached is the CRM audit I already informed Josh and Heather. Patti created the audit, her text is in black. Josh added more context, his text is in blue. My response is in red, since I've been requesting copies of my reviews, it is quite alarming that for the second monthly review I have been able to dispute all my negative reviews with the actual reports I have online. The errors seem fabricated and worst of all, there is no response to submitting the corrections.

There are 3 supervisors that are overseeing these reports, Patti, Josh & Heather and none are even responding to the review. I was told the cases being audited are random, but these 3 randomly selected have seemingly no errors attached, yet as Josh noted at the bottom, was not quite enough to place me in a passing score. In fact a whole entire review was revealed to not be in error because Sasha spoke to them on my behalf that she accidentally provided me the wrong information (which I cited) and the error should be removed. But instead of re-evaluating the score to a 100% for the case, the entire sample was thrown out. There should have been a correction and re-evaluation.

My fear is that if they can twist the score to the 3 randomly selected, what will happen if they start selecting ones that I actually make an error? I know it sounds like paranoia, but can it really be removed from any doubt?

These are people who have the responsibility of my employment in their hands and I feel like it is severely being threatened for non-professional reasons.

Once again, I am requesting to file a grievance towards my supervisor Josh Kent and Patricia Kendall-Bauer. I have given more time to Josh and involved Heather Sweet as previously recommended. There is fear that if their actions continue that I can be wrongfully terminated from this department because of these bullying behaviors and constant harassment. Having to review my reviews and constantly fact checking is a huge weight and consumption of time towards trying to maintain my employment. They have the luxury of spending their work hours to harass and bully, I do not have the luxury to reverse it all. Intervention is 100% necessary!

From: Joseph, Johann
Sent: Tuesday, August 12, 2025 5:02 PM
To: Kent, Josh <jkent@spokanecity.org>; Sweet, Heather <hsweet@spokanecity.org>
Subject: RE: June CRM Audit

These are all the responses I have for the June CRM Audit in response to Line 15. These are the only SRs that had reviews showing "No" for using proper formatting.

SR-00108175 – Caller is the Onsite Manager, so the service address is the master address. Caller was requesting a 60g cart for a location that had a 60g cart. Caller stated he was going to verify the location and cart, caller was not sure if he even had the correct information. I switched the SR to case log because there was no change.

Good notes; however, where did you find the information you provided the caller regarding one property within the HOA?

Remember you need to include the Service Location Address for the property you are discussing in your Service Request. You correctly included the Master Account number; however, by only including the master account number, there is no way to determine what property within the HOA you discussed and where the cart is located, if that is applicable to the request.

SR-00105373 – Suggestion is almost indistinguishable from my SR note

A suggestion would be " Caller states they purchased the home in Dec 2022 and have always had a 30 gal cart. The billing reflects a 60 gal since the start of occupancy."

Answer
Caller states when they purchased the home in Dec 2022 there was a 30g cart at the location. Caller states his billing reflects a 60g cart since the start of occupancy

Answer Date/Time

Last Modified By  Johann Joseph, 6/5/2025 11:06 AM

SR 25-00122494 – I included the relationship to the account in the SR Q&A, cited who I spoke to at SW because of the lack of the Account Information and Simone created the Closing Bill Request

These notes should have also included the caller's relationship to the property, and information that a closing request had been submitted to UB to create the tenant account.

If you are submitting for a change in Solid Waste service for a service location that has not had service, you need to include the requester's relationship to the property, as well as the Service Request number for the closing you submitted to start the new subaccount, if applicable.

Question
Legacy Order
Created By  Johann Joseph, 6/30/2025 1:48 PM

Answer
Answer Date/Time
Last Modified By  Johann Joseph, 6/30/2025 1:48 PM

Contact Name
[Gevorg Melkonyan](#)  Contact Phone
+1 (623) 210-0200

Account Name
[Citizen](#)  Contact Mobile

Contact Email
gevmel14@gmail.com

Location Information

Address
115 W Pheasant Bluff Ave  Location
47.60055, -117.413415 

Street Name
Pheasant Bluff  City


Zipcode
 Parcel
340642905 

Distance to Nearest Parcel  Reverse Geocode Address


Reverse Geocode Parcel


Description of the Issue

Description
Caller would like a 60g Refuse Cart and a 90g cart. 
Please call Gevorg 623 210 0200

Informed by Victoria SW x2113, since caller has no account number and there is no current services established, contact will be made to caller to provide services to occupied home.