

Category: Complaint Resolution	Date Approved: October, 23, 2019
Policy Number: 4 - 01	Date Drafted: October 21, 2019
Policy Title: Complaint Resolution	

## General Principles

The Workplace is to be a positive, safe and healthy environment which respects the dignity of each person. Its culture is to support physical, emotional and social well-being.

Employees course of action in the case of violation of Policy:

### Informal Complaint:

- Report incidents in writing where violations of the policy to any pers with leadership and/or supervisory responsibility.
- Employees are encouraged to attempt to resolve issues informally. Employees will not suffer reprisals for making legitimate complaints.
- Keep a record.
- Seek assistance - if an employee feels uncomfortable in dealing directly with the issue.

### Formal Complaint

External Complaint Resolution - A continuation to the above, but where requirements dictate a referral to the City.

Employees are expected to:

- Promote and contribute to a respectful workplace.
- Refrain from violation of the policy.
- Cooperate fully in any investigation.

Management Staff are expected to:

- Actively promote a Respectful Workplace.
- Refrain from violation of the policy.
- Set a good example by neither engaging in, tolerating or condoning Harassment, Discrimination or Bullying.
- Keep a detailed written record of any violations;
- Maintain confidentiality.
- Ensure that staff involved in the complaint/situation are aware of their responsibility to keep the issue confidential; or be found in breach and may be disciplined.
- Cooperate with all the parties to the complaint.

Disciplinary Action:

- Any employee who violates the Policy and/or Management Staff who fails to take action when advised of a violation, will be subject to appropriate disciplinary action, up to and including termination of employment. Disciplinary action will be taken if a complaint is found to have been made fraudulently and/or with malicious intent.