



Corporate Policy Manual

Sub Topic:	Employee Complaint	Policy No.	4-02
Topic:	Employee Relations	Employees Covered:	All Employees
Section:	Human Resources	Council Adoption Date:	
Effective Date:	March 2000	Revision No:	Date:

Policy Statement & Strategic Plan Linkages

It is the policy of the Town to deal with any (and all) employee complaints as quickly as possible, and in a manner that allows the employee to present his/her submission in an open and non-adversarial environment. The employee will have the right to obtain all relevant information with regard to his/her own employment within the municipality.

Definitions

A complaint is defined as any difference or concern arising from the interpretation of the duties, working conditions or remuneration believed contrary to these policies and procedures or accepted departmental rules and regulations, or as a result of any matter involving an employee (or group of employees).

Representation

The Employee Advisory Group shall appoint members as Complaint Representatives. The employee (or group of employees) may consult and obtain the assistance of one or two Complaint Representative(s) throughout any step in the complaint procedure.

Procedures

When an employee has a complaint or concern, he/she should:

1. Bring the situation to the attention of his/her immediate supervisor as soon as possible after the circumstances giving rise to the complaint have occurred. The employee should explain the nature of the problem and, where applicable, make specific reference to the policy or procedure that is being alleged to be violated. The employee should also be prepared to suggest a solution, if there is one, to resolve the complaint.

After listening to the complaint, the supervisor will investigate and provide a solution or explanation, in writing, to the employee, within five (5) business days of their meeting.

2. If the solution or explanation from the supervisor is not considered satisfactory (and does not resolve the complaint), the employee may refer the complaint to his/her Director, in writing.

After reviewing the complaint and all the supporting documentation with the Manager of Human Resources, and meeting with the employee (and EAG representative, if applicable), the Director will provide a written response within three (3) business days of receipt of the complaint.

3. If the employee is not satisfied with the information or answer provided by the Director and wishes to pursue the matter further, he/she may proceed as follows.

Refer the complaint in writing to the Chief Administrative Officer within seven (7) business days of receiving the Director's response. A copy of same will be provided to the Manager of Human Resources and respective Director. The Director will be required to respond in writing to the Chief Administrative Officer.

The Mayor, Chief Administrative Officer and Manager of Human Resources shall give consideration to the complaint and after meetings with the employee (and representative, if applicable) and Director, the Mayor and Chief Administrative Officer shall provide a written decision within seven (7) business days.

Notwithstanding the Town Procedural Bylaw, the decision of the Mayor and Chief Administrative Officer is final and not subject to appeal.

Note: For the purposes of this procedure "business days" excludes Saturdays and Sundays