

COMMUNITY LIVING DURHAM NORTH

COMPLAINT PROCEDURE (FOR NON-UNIONIZED STAFF)

Policy No: C-28 (Human Resources)

Effective Date: July 1, 2009

Rationale:

To provide a process that will ensure the resolution of staff conflict/complaints in a productive and solution-focused manner.

Policy Statement:

Non-Bargaining Unit employees are provided with a clear mechanism whereby they may formally grieve managerial decisions which impact directly upon them. These formal procedures are not intended to replace, and will not replace, candid discussion with one's immediate Manager, and it is expected that most complaints, disagreements or allegations will be satisfactorily resolved in this informal manner. However, when such a resolution is not achieved, the employee does have access to a two step procedure that may alter the outcome in his favour and will certainly enable him to make his views known to senior management and the volunteer Board of Directors.

Approved by: _____ Date: _____
for the Board of Directors

COMMUNITY LIVING DURHAM NORTH

COMPLAINT PROCEDURE (FOR NON-UNIONIZED STAFF)

Procedure No: C-28-1
General Procedures

Effective Date: July 1, 2009

- An employee who has a complaint or a difference of opinion with his immediate Manager will proceed in accordance with Policy C-6-6 *Managing Conflict/Lines of Communication*. That is to say, he will engage in open discussion with his Manager and, subsequently, with his director, to resolve the issue. Failing a resolution, he may submit a written grievance to the Executive Director. This grievance should be submitted within 15 working days of the earlier attempt to address the matter with the Manager/Director. And, as a courtesy, the Manager/Director should be advised that this further step is in process.
- The Executive Director will investigate and render a decision, in writing, within 5 working days.
- If the employee still does not feel that resolution has been achieved, he can request that his original written grievance, and any necessary supplements, be forwarded to the President of the Board of Directors.
- The President will convene a committee of Board Members to consider the complaint – but only with a view to determining whether or not the Executive Director’s decision is fully in line with agency policy. The employee will be provided with a final written response within 60 days, and the full Board will be informed of the complaint and of the committee’s decision.

Approved by: _____ Date: _____
Executive Director