Respectful Workplace Policy

COMPLAINT RESOLUTION PROCESSES

STEP 1

Individuals who believe that they have experienced disrepectful conduct by an employee are encouraged to have a COOPERATIVE CONVERSATION as soon as possible.

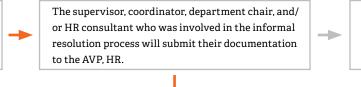
STEP 2

If there is no resolution achieved through a cooperative conversation, the complainant may approach a supervisor, coordinator, department chair, HR consultant, union steward, or another appropriate individual with their concern and attempt to reach **INFORMAL RESOLUTION**.

STEP 3

If a resolution of the concern is not achieved informally, the complainant may proceed to reach a FORMAL RESOLUTION.

The complainant will file a written complaint with the Associate Vice-President, Human Resources (AVP HR).



The investigator will prepare written report to AVP

HR, who will evaluate the validity of complaint.

If the complaint involves a union member, the respondent's union will be notified.

Mediation may occur at any point with consent of the parties.

During this process, both parties

and be accompanied by a support

have the right to consult with

person of their choice.

Investigation will include interviewing the complainant, respondent, and/or witnesses. Both parties will have a fair opportunity to be heard.

Any employee found to be disrespectful may be subject to REMEDIAL ACTIONS such as:

- Communication skills or anger management training
- Diversity education
- Counselling through the Employee Assistance Program (EAP)
- Education and treatment for substance abuse
- Disciplinary actions up to, and including, termination of employment or cancellation of contact

->

