

Respectful Workplace Policy Complaint Resolution Processes

Cooperative Conversation

In a first attempt to clarify and resolve a concern regarding respectful workplace issues, individuals who believe that they have experienced disrespectful conduct on the part of an employee are encouraged to have a cooperative conversation with that employee as soon as possible.

Informal Resolution

If there is no resolution achieved through a cooperative conversation, the complainant may approach a Supervisor, Coordinator, Chair, Human Resources Consultant, Union Steward, or another appropriate individual with the concern.

The individual approached may attempt to facilitate a resolution by any of the following means:

- meeting separately with the individuals involved to review the concern;
- meeting together with the individuals involved to facilitate a conversation aimed at understanding and resolving the concern;
- reviewing policies with individuals involved to clarify and reinforce expectations of respectful conduct;
- seeking commitments from the individuals involved that in future they will conduct themselves in a respectful manner;
- providing feedback after the meeting;
- following up with individuals involved after the resolution process to ensure commitments to respectful conduct are being adhered to.

Formal Resolution

If a resolution of the concern is not achieved in the informal resolution process, the complainant may file a written complaint with the Associate Vice-President, Human Resources.

Written Complaint

A written complaint should contain the following information:

- the name(s) of the employee(s) who allegedly committed the disrespectful behavior;
- a description of the specific conduct or pattern of conduct that has led to the filing of the complaint;
- the date(s) of the conduct;
- the names and contact information for witnesses to the conduct;
- the perceived impact of the conduct on the complainant;
- a description of any previous attempts to resolve the complaint.

Response to a Written Complaint

The supervisor, coordinator, Chair, and/or Human Resources Consultant who dealt with the complaint through the informal resolution process will submit their records to the Associate Vice-President, Human Resources who in consultation with them will review the records and written complaint and may either:

- try to resolve the matter using such means as those employed in other processes; or
- assign an internal or external individual, who has not previously been involved in the matter, as an investigator.

If a complaint involving a union member is formally investigated, the respondent's union will be notified.

Mandate for Investigator

The investigator will prepare a written report to be provided to the Associate Vice-President, Human Resources, who will be responsible for evaluating the validity of the complaint.

At any time, with the consent of the parties, a matter may be mediated. If the matter is successfully mediated prior to completion of the investigation, then no investigation report will be written.

Method of Investigation

The investigation should include interviewing the complainant, the respondent and witnesses, and it should be conducted in a manner that ensures both the complainant and the respondent have a fair opportunity to be heard.

Support During the Investigation

During the investigation and interviews, both the complainant and the respondent have the right to consult with, and be accompanied by a support person of their choice.

Possible Outcomes of an Investigation

Any employee found to be disrespectful at work or work related gatherings may be subject to remedial actions such as:

- communication skills training;
- anger management training;
- diversity education;
- counselling through Employee Assistance Program (EAP);
- education and treatment for substance abuse;

and/or disciplinary actions up to, and including, termination of employment or cancellation of a contract.