

Complaint Policy

Intent

The intent of the Complaint Policy is to demonstrate Special Need Employment's commitment to its employees and visitors by providing the steps to be taken in the event a complaint is filed by an individual against an employee or the organization. The Policy initiates the steps to be taken by management once a complaint has been launched.

Guidelines

Special Needs Employment recognizes that from time-to-time there will be complaints about the organization or its employees. Special Needs Employment wants to ensure individuals with complaints are able to voice their concerns, but that they should do so through proper channels of communication.

Procedure

Complaint against an Employee

- The proper channel for an individual to voice a complaint against an employee is to approach the following individuals in the order indicated:
 - The employee against whom the complaint is directed
 - Operations Administrator
 - Executive Director
 - Board of Directors
- The employee and the Operations Administrator shall be informed of the complaint immediately and shall have an opportunity to respond.
- If the complaint cannot be satisfactorily resolved by the individuals concerned, the complainant should inform the Executive Director in writing, and the Executive Director shall maintain a record of the complaint and resolution.
- If in the opinion of the Executive Director the complaint is serious, a written and signed copy of the complaint must be provided. In the event the complainant is unable to prepare a written complaint, the Executive

Director may provide assistance in preparing a statement, which is then signed by the complainant. The complainant shall be cautioned about potential risks of making a false or unsubstantiated complaint.

- The Executive Director or the Operations Administrator shall maintain a record of the complaint and resolution and may choose to record the incident in the employee's personnel file, in which case the employee shall be so informed and shall sign the documents indicating awareness that the item is being placed on file. The employee's written response to the complaint shall be recorded on the personnel file, upon request.
- If the complaint cannot be resolved by the Executive Director, the matter shall be dealt with by the Board of Directors.
- The Executive Director shall ensure a protocol for the investigation and resolution of complaints is developed and managers are informed of the process.

Organizational Complaint

- Any complaints made by an individual directly against the organization shall be filed immediately to the Executive Director by phone (519)337-7377 ext 23 or through email by the complainant at Noeleen.Tyczynski@theworkplacegroup.ca in writing and must be signed.
- In the event the Executive Director is unavailable, individuals are encouraged to contact the Operations Administrator at (519)337-7377 ext 26 or at Tiziana.Ingratta@theworkplacegroup.ca.
- If the complaint is regarding the Executive Director or a member of the management team, an HR Board delegate can be reached by calling the front desk at 519-337-7377 or through email at info@theworkplacegroup.ca and the complaint will be acknowledged within 24 hours
- In the event the complaint is regarding one of the Board of Directors, please contact the Executive Director at the email or phone number above.
- All concerns are taken seriously and will be addressed in a thorough and professional manner
- Verbal and written complaints will be acknowledged within 24 hours and we will commit to resolving them as soon as possible

- The Executive Director shall try and resolve the concerns of the complainant and keep written and signed copies of complaints along with the steps taken to resolve the matter.
- In the event that the Executive Director cannot satisfactorily resolve the complaint, the complaint must be brought forward to the Board of Directors who will determine the best way to handle the concern.
- The Executive Director will keep a copy of the written and signed complaint, along with the steps taken to resolve the matter.

Complaints filed by an individual toward an employee or the organization will be handled immediately by appropriate personnel.

If at any time a complaint is not resolved in a satisfactory manner, The Executive Director/Board of Directors will meet with the concerned party to resolve the issue.