

Community Care of West Niagara – Operational Policy

403 COMPLAINT RESOLUTION PROCEDURE

A complaint is a dispute (other than a dismissal or termination) between:

- i. An employee and another employee.
- ii. An employee and a volunteer, a client, or a Board member.
- iii. An employee, a volunteer, or a client and the employer as to the interpretation, application or administration of 'Policies and Procedures'.

Every attempt will be made to resolve any complaint in a manner that is timely, fair and which respects the dignity and confidentiality of all parties involved. All Community Care of West Niagara's employees and volunteers shall be aware of, and respect appropriate channels for raising a complaint.

It will be the responsibility of the Executive Director to assess the situation and level of risk/threat and, on a case by case basis, deal with the situation in a way that restores a sense of safety to the workplace. Immediate action could be, but is not limited to, the movement of an employee, volunteer, or client on a short-term basis to another area, the removal of an individual from a shift, and/or a call to the police if it is warranted. If a violent act has occurred Community Care of West Niagara encourages an immediate call to the police.

PROCEDURE

1. Any individual who thinks they have been treated in a manner that is contrary to 'Policies and Procedures' shall discuss the issue with the Executive Director.
2. The Executive Director shall make a sincere attempt within two (2) weeks to resolve the issue.
3. A complaint regarding the Executive Director may be brought directly to the President of the Board of Directors.
4. A complaint regarding the President or any CCWN Board Member by the Executive Director may be brought directly to the Vice-President and/or any CCWN Board Member.

All parties involved will document significant details and keep those details confidential to protect the privacy of all individuals.

INVESTIGATION

All reported complaints will be thoroughly investigated in a fair and equitable manner by the Executive Director and/or the President (or President's assignee) of Community Care of West Niagara's Board of Directors.

CONSEQUENCES

Individuals who file a complaint will not be reprimanded. Retaliatory measures or reprisals against any employee, volunteer or client who in good faith, raises a complaint or a concern within the meaning of this Policy, will not be tolerated.