

LANARK COUNTY COMMUNITY JUSTICE PROGRAM	POLICIES & PROCEDURES
SECTION: Human Resources	DATE: December 11, 2014
SUBJECT: Complaints	HISTORY: Original Policy: Grievance March 15, 2005
<p>Policy:</p> <ol style="list-style-type: none"> 1. This policy is designed to provide prompt and orderly resolution of complaints or disputes arising in the course of employment or volunteer activity. It encourages a restorative approach. Any staff member or volunteer may approach the Executive Director, or if necessary, the Complaints Committee of the BOD with any complaint regarding an employment or a volunteer issue. 2. If the complaint pertains to salaries and benefits, or other broad areas of financial management and staffing, it is not an issue to be processed under this policy and should be addressed by the Human Resources Committee. 	
<p>Procedure:</p> <ol style="list-style-type: none"> 1. Parties are encouraged to resolve any problems directly between themselves using restorative practices. Every effort should be made to resolve these issues within a reasonable time. 2. If the staff member or volunteer is not satisfied with the response received after discussing the complaint with the other concerned party, they may take the matter to the Executive Director for resolution. 3. If the issue is not resolved by the Executive Director (or if it involves the Executive Director), an individual or group complaint may be presented to the Complaints Committee of the BOD. The Complaints Committee consists of the Board Chair and one or two other board members and the Executive Director, if appropriate. The Complaints Committee is convened only if needed. The presentation will clearly identify the issues(s), steps already taken towards a resolution, and corrective action sought. 4. The BOD shall respond to the complaint in writing within a reasonable length of time. 5. In the event an issue cannot be resolved by the Complaints Committee of the BOD or if it is against the BOD, the matter may be taken to a third party mediator for resolution. The decision to incur costs in relation to resolution will be at the discretion of the BOD. 	