

**Procedure #16  
concerning  
A Respectful  
Workplace**

**COMPLAINANT**  
\*May be accompanied by a person of his/her choice (optional)  
(waiver of confidentiality)

**STEP 1 (Compulsory)**  
**INFORMAL PROCEDURE - VERBAL COMPLAINT**  
\*Facilitator: provides information and guidance OR if unresolved will support the complainant through Step 2 or Step 3 by referring to Human Resources  
\*Dir. Student Services or \*Academic Dean/Assoc. Academic Dean or \*Dir. Human Resources

Resolved

Unresolved

**STEP 2 (Optional)**  
**MEDIATION**  
done by inside or outside party (complainant's choice)  
\*at this point complainant **may** be asked to complete complaint form

If refused to go to Step 2 the complaint is sent to \*facilitator (Step 3)

Resolved  
Mediator will submit report of the mediation to H.R.

Unresolved  
Mediator will submit report of the mediation to H.R.  
\*\*at this point complainant **must** complete complaint form

**STEP 3**  
**INVESTIGATION PROCESS**  
- Facilitator deposits complaints with H.R.  
- H.R. receives complaints  
- Investigator appointed by H.R.

**STEP 4**  
**FORMAL INVESTIGATION**  
\*A factual investigation, formal hearing and written report

**STEP 5**  
**HUMAN RESOURCES**  
- receives the report  
- re-directs the report to the appropriate services

Option 1 Director Student Services and Academic Dean and Associate Academic Dean-Reg.Ed. make a recommendation to the D.G. (if a student is involved)  
Option 2 Dir. Human Resources and Dir. Building Services and Associate Academic Dean-Cont.Ed. make a recommendation to the D.G. (if staff is involved)

**STEP 6**  
The Director General receives the recommendation and makes a decision

**STEP 7**  
**APPEALS**  
(if requested)

Grievance Process

and/or

Human Rights Commission

\*Facilitator = Director of Student Services or Academic Dean/Associate Academic Dean or Director of Human Resources