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## **Heritage College Procedures #16 relating to Complaint Process** arising from *Policy #6 re: Respectful Workplace Free of Discrimination and Harassment*

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**Subject:** Procedures relating to the Complaint Process arising from *Policy #6 concerning a Respectful Workplace Free of Discrimination and Harassment*.

**Administrator:** Director of Human Resources

**Issuing Service:** Human Resources

**Coming into Force:** July, 2010

**Revised:** N/A

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### **Purpose**

The purpose of the present document is to outline the complaint process to be followed by students and staff of Heritage College.

### **Application**

These procedures apply to all students and staff of Heritage College.

### **Procedures**

If a person feels discriminated against or harassed, that person may lodge a complaint and be accompanied throughout the process by a support person of the complainant's choice. However, the support person must sign a waiver of discretion.

Throughout the whole process, the concerned parties will be kept informed of all new developments.

#### **1) Step 1 — Verbal Complaint**

To lodge a **verbal** complaint the complainant should go to one of the following services: Student Services (Regular or Continuing Education), Academic Services or Human Resources. There, the complainant must request a meeting with one of the Directors or Deans who will act as facilitator. The chosen facilitator will provide information and guidance to the complainant and/or will organize a meeting between both parties in order to settle the matter between them.

After such a meeting, if the complainant feels that a meeting with the concerned party is not possible or the problem remains without resolution, the complainant is directed toward step 2 (mediation process).

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If a complainant refuses to go through step 2 (mediation process), that person is guided directly to step 3 (investigation process) by the facilitator.

### 2) Step 2 — Mediation

At this stage, an internal or external mediator will meet with both parties to reach a satisfactory resolution of the problem. The facilitator may act as the mediator if requested by complainant.

If the issue is not resolved after the mediation process, the complainant will be asked to complete a **complaint form** in order to proceed to step 3 (investigation process).

The mediator will forward a written report of the mediation to Human Resources.

### 3) Step 3 — Investigation

The complainant must have completed a complaint form by this time in order to proceed with step 3. The facilitator will forward the written complaint to Human Resources and the Director of Human Resources will appoint an external investigator.

### 4) Step 4 — Formal Investigation

The appointed investigator will proceed with a factual investigation, will hold a formal hearing with all parties involved, and will submit a written report to Human Resources.

### 5) Step 5 — Recommendation

The Director of Human Resources receives the investigation report and re-directs the report to the appropriate service such as Student Services, Academic Services, Building Services, Human Resources or Continuing Education.

If a **student** is the complainant: the Director of Student Services, the Academic Dean and Associate Academic Deans will familiarize themselves with the report and will submit a recommendation to the Director General.

If a **staff member** is the complainant: the Director of Human Resources and two representatives agreed upon by all parties will familiarize themselves with the report and will submit a recommendation to the Director General.

If a **Manager/Senior Manager or Hors Cadres** is the complainant - The Director General receives the complaint (Refer to Step 6).

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**6) Step 6 — Decision**

Unless personally involved in the case, the Director General receives the recommendation and renders a decision in writing. If both the Director General and the Chairman of the Board are involved or are in conflict of interest, an ad-hoc committee of the Board comprised of two (2) external members will be created to receive the recommendation and to make a decision

**7) Step 7 — Appeals**

Either party (complainant or defendant) may appeal the rendered decision by initiating a Grievance Process and/or going through the Human Rights Commission.

**Revision**

The present procedures will be reviewed as required.

**Related Document**

This document is to be used in conjunction with:  
*Heritage College Complaint Process Chart (reference document #PR16.1).*<sup>1</sup>

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<sup>1</sup>Copies of this document are available from the Human Resources Department .