

COMMUNITY LIVING DURHAM NORTH

COMPLAINT PROCEDURE (FOR NON-UNIONIZED STAFF)

Policy No: C-28 (Human Resources)

Effective Date: July 1, 2009

Last Revision:

Last Review: February 19, 2025

Rationale:

To provide a process that will ensure the resolution of staff conflict/complaints in a productive and solution-focused manner.

Policy Statement:

Non-Bargaining Unit employees are provided with a clear mechanism whereby they may formally grieve managerial decisions which impact directly upon them. These formal procedures are not intended to replace, and will not replace, candid discussion with one's immediate Manager, and it is expected that most complaints, disagreements or allegations will be satisfactorily resolved in their informal manner. However, when such a resolution is not achieved, the employee does have access to a two-step procedure that may alter the outcome in their favour and will certainly enable them to make their views known to senior management and the volunteer Board of Directors.

Approved by: Jamie Ross

for the Board of Directors

Date: July 1, 2009

COMMUNITY LIVING DURHAM NORTH

COMPLAINT PROCEDURE (FOR NON-UNIONIZED STAFF)

Procedure No: C-28-1
General Procedures

Effective Date: July 1, 2009
Last Revision: February 2, 2024
Last Review: February 19, 2025

- An employee who has a complaint or a difference of opinion with their immediate Manager will proceed in accordance with Policy C-6-6 *Managing Conflict/Lines of Communication*. That is to say, they will engage in open discussion with their manager and, subsequently, with their director, to resolve the issue. Failing a resolution, they may submit a written grievance to the CEO. Their grievance should be submitted within 15 working days of the earlier attempt to address the matter with the Manager/Director. And, as a courtesy, the Manager/Director should be advised that that this further step is in process.
- Notwithstanding the above, CLDN strives to ensure (per AODA) that its feedback processes are accessible to people with disabilities. Upon request, we can accommodate grievances submitted by email or over the phone. Other forms of necessary accommodation can also be arranged.
- The CEO will investigate and render a decision, in writing, within 5 working days.
- If the employee still does not feel that resolution has been achieved, they can request that their original written grievance, and any necessary supplements, be forwarded to the Chair of the Board of Directors.
- The Board Chair will convene a committee of Board Members to consider the complaint – but only with a view to determining whether or not the CEO’s decision is fully in line with agency policy. The employee will be provided with a final written response within 60 days, and the full Board will be informed of the complaint and of the committee’s decision.

Approved by: Glenn Taylor
CEO

Date: February 19, 2025