

SES Policy (Complaints)

Original Approval	Effective	Reviewed
1999	2019	2022
Policy Number		6.16

Approved By:	The Board of Directors
Responsibility	Executive Director/Board of Directors
Applies to:	All Employees of SES including affiliates (SES Board, Employees, Committee Persons, Business Affiliates, Clients, and Authorized Designates)

Policy:

It is the policy of SES to fully investigate any complaint directed toward the agency or its employees.

Procedure:

Where a complaint has been made to an employee or Board member, the following steps shall be taken:

- an employee or Board member being made aware of any complaint shall request that the complainant submit the concern to the Board in writing;
- upon receipt of the complaint, the Board or its designate will notify in writing any employee implicated in the complaint of its intention to investigate.
- the Board or its designate shall conduct such investigation as it deems necessary;
- the Board or its designate will issue a written finding to all parties concerned within thirty days (30) days of receipt of the complaint.

Those involved (whether the reporting party, witness or accused) shall not divulge any information pertaining to participation in an investigation or interview process except to the Board Chair or other Authorized Person(s).

It shall be the duty of Employees, Board Members, Committee Members, Affiliates and Contractors to report to SES, the Board or authorized designate, all known or suspected infractions of this policy, whether accidental or intentional.

Nothing in this policy saves any person from being charged under Federal and/or Provincial or Civil Laws, Standards or Statutes or the Criminal Code or from third-party litigation.

Authority to enforce this policy lies solely with the Board of Directors or Authorized Designate.

RIGHT TO MANAGE

Nothing in this policy restricts the right of the Authorized Designate to manage. Infractions of this policy may lead to discipline, up to and including in the case of an employee, dismissal. In the case of non-employee, volunteers, members and officers of the Board of Directors, committee members or any person or group of persons may, at the Authorized Designates discretion be reprimanded, including being ejected from any and all committees, and in the case of a Board Member, be removed from their position on the Board.

SIGN-OFF (Complaints)

Employee / Affiliate
(Please Print)

Employee / Affiliate Signature

(Witness)

(Date)