



CITY OF CORNER BROOK

Policy Statement

Index	Human Resources	Section	Employee Relations		
Title	Complaint Resolution Policy	Policy Number	10-06-03	Authority	Council
Approval Date	26 May 99	Effective Date	26 May 99	Revision Date	

Purpose:

It is the desire of the City of Corner Brook to have a harmonious working relationship with all employees. A complaint resolution process is established as a means of dealing with internal conflicts within the City of Corner Brook. The purpose of the policy is to help deal with and solve conflicts that arise as a result of working relationships. It is important to note that employees are encouraged to bring their concerns forward with the reassurance that no adverse consequences will result. Any member of the staff who feels they have just cause for a complaint should follow the procedure outlined below.

Reference:

Approved: 99-51 (1) 26 May 99
CPS99-29 (B) (27 April 99)

Detailed Action Required:

- Step 1: Staff is encouraged to approach the individuals that they have the complaint with to discuss the problem with them and determine if they can reach a resolution.
- Step 2: If a resolution cannot be reached and the employee wishes to pursue the complaint he/she must discuss the issue with their immediate supervisor. In a private setting, the immediate supervisor will deal with the matter and render a decision within five working days of the complaint received.
- Step 3: If the employee is not satisfied with the results of Step 2, he/she should bring the matter to the attention of the Human Resources Officer; either verbally or written. The Human Resources Officer will discuss the matter with the supervisor and try to resolve the issue.
- Step 4: Failing a satisfactory settlement of the complaint, the employee will address the issue with the Director of the Department within five working days. The Director will complete an investigation and within five working days render a decision in writing.
- Step 5: If the employee is not satisfied with the decision at step 4, he/she is required to put the issue in writing to the Chief Administrative Officer within five working days. The purpose of putting the letter in writing is to clearly outline all concerns and issues the employee may have. The Chief Administrative Officer will enter a final and binding decision within seven working days.

If the concern or complaint involves the immediate supervisor or the Director, the employee may proceed to step 3 or step 4 respectively. If the immediate supervisor is the Director, the employee may proceed to step 4.

The role of the Human Resources Officer is to provide advice or direction to all parties who may have a concern at any step of the complaint resolution process.

Guidelines:

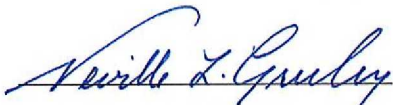
Prior to step 4, employees are encouraged to put their complaints in writing.

An employee may elect to have a representative of his/her employee group or union present during any meeting at any step of the complaint resolution process.

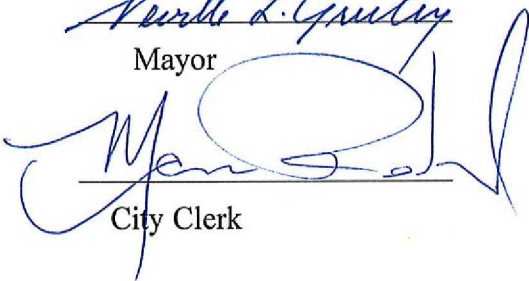
This policy is established to address concerns and complaints of all staff. Unionized staff have a collective agreement that clearly outlines the terms and conditions of employment. Issues that occur as a result of an alleged violation of the collective agreement shall be dealt with through the grievance procedure outlined in the appropriate collective agreement.

The time limits are established for the sole purpose of having the issues addressed within an reasonable time period. Time limits set out above may be extended by mutual agreement between the parties.

IN WITNESS WHEREOF this policy has been sealed with the Common Seal of the City of Corner Brook.



Mayor



City Clerk