



CITY OF CORNER BROOK

Policy Statement

Index	Human Resources	Section	Employee Conduct		
Title	Complaints re Employee Conduct	Policy Number	10-05-01	Authority	Council
Approval Date	28 Jul 99	Effective Date	28 Jul 99	Revision Date	14 Feb 01

Purpose:

To ensure that all complaints concerning the conduct of the City of Corner Brook employees are investigated in a fair and timely manner and properly responded to.

Policy Statement:

It is the policy of the City of Corner Brook to properly investigate any and all complaints concerning the conduct of its staff and to respond to the complainant in writing within 30 days.

Reference:

Approved: Minute 99- 79.1 (28 July 99)
Revised: Minute 01-21 (14 Feb 01)
CPS99-36(B) (10 June 99)
CC99-115 (1) (23 June 99)
CPS00-15 (23 June 00)
CC00-145 (02 Aug 00)
CPS01-07 (A) (16 Jan 01)
CC01-29.2 (24 Jan 01)

Detailed Action Required:

Any staff member or Councillor who receives a written complaint concerning the conduct of a City employee should immediately forward the original to the Human Resources Officer. The person may retain a copy of the complaint for his/her records.

The Human Resources Officer shall:

1. Upon receipt of the complaint, acknowledge receipt to the complainant and forward copies to the appropriate supervisor, director, Chief Administrative Officer and the appropriate Councillor if involved.
2. Advise the employee, in writing, that a written complaint has been received concerning his/her conduct and that a meeting with the Human Resources Officer will be scheduled in the immediate future. Copies of this letter shall be sent to the supervisor, director, Chief

Administrative Officer and to the employee's union or association. The employee will be advised to have no contact with the complainant until the matter is resolved.

3. Set a time and place for a meeting with the employee and advise that employee that he/she may have union/association representation present at this meeting; the employee's director may attend this meeting. The Human Resources Officer may also interview any witnesses to the incident in question.
4. Upon completion of the investigation, prepare a report on his/her findings and forward to the appropriate director. This report may include a recommendation for disciplinary action.
5. All investigated complaints are kept in a complaints log, including complaints which were not warranted. Reference to the complaint (i.e. entry in the complaints log) will be recorded in an employee's personnel file.
6. Within a reasonable period of time, not to exceed thirty days, respond in writing to the complainant and send copies to the Chief Administrative Officer, the appropriate director and Council, if applicable.
7. Corporate Services will report to Council semi-annually on the number of complaints received and the number resolved.

Complaints re: Employee Conduct Form is available in the Human Resources Office.

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



MAYOR



CITY CLERK



CITY OF CORNER BROOK

Amendments to Policy #10-05-01

Complaints re Employee Conduct

September 16, 2011

Detailed Action Required:

First Paragraph: **Changed** "The Human Resources Officer" to "Human Resources"

Section 2: **Changed** "The Human Resources Officer" to "Human Resources"

Added "If the complainant is also an employee of the City, the employee will be advised to have no contact with the complainant until the matter is resolved. If the complainant is a member of the public, his/her identity must not be divulged to the complainant at this stage. Recognizing that efforts to resolve the complaint may result in the complainant being identified, the complainant must be advised that in order to resolve the situation, it might be necessary to disclose their name or other identifying information."

Section 3: **Changed** "The Human Resources Officer" to "Human Resources"