

Section/Number: Human Resources – 021	Approval Date: (DD/MM/YY)
Subject: Employee Complaints/Appeals	Amendment Dates:
<p>Policy</p> <p>Employees have the right to register a complaint or appeal an action which they feel is unwarranted and/or inappropriate.</p>	
<p>Definitions</p> <p>N/A</p>	
<p>Guidelines</p> <ol style="list-style-type: none"> <li>1. Employee complaints and requests for appeals will be handled in a timely and professional manner.</li> <li>2. The complainant should first work directly with the supervisor and/or other employee(s) to seek resolution of the complaint.</li> <li>3. If the matter cannot be resolved between the supervisor and/or the employee(s), the matter must be referred in writing to the Senior Administrative Officer (SAO) for resolution.</li> <li>4. The SAO must respond in writing to the complaint within 10 working days.</li> <li>5. If after review by the SAO, the matter remains unresolved to the employee's satisfaction, the employee may appeal in writing to Council.</li> <li>6. If the matter is between the employee and the SAO, the employee may appeal in writing directly to Council.</li> <li>7. Council or the Personnel Committee of Council will review the matter and respond in writing within 10 business days with a resolution.</li> <li>8. The decision of Council will be final in regards to any employee complaint or request for appeal.</li> </ol>	

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Community Government Name

Attachments

N/A

References

N/A