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| LANARK COUNTY COMMUNITY JUSTICE | POLICIES AND PROCEDURES |
| **SECTION: HUMAN RESOURCES**  **POLICY 2.1** | DATE: JANUARY 2017 |
| SUBJECT: COMPLAINTS | HISTORY:  Original Policy – Grievance – March 2005  Revised – December 2014  Revised –February 2017 |
| PURPOSE:  To provide prompt and orderly resolution of complaints or disputes arising during the course of employment, volunteer activity, or program participation | |
| POLICY:  All complaints arising during the course of employment or volunteer activity, or as a result of program participation, will be resolved using a restorative approach and following a well-defined set of procedures. Any staff member, volunteer or program participant may approach the Executive Director and/or the Complaints Committee of the Board of Directors. | |
| PROCEDURES:   1. Parties are encouraged to resolve any problems directly between themselves using restorative approaches. Every effort should be made to resolve these issues within a reasonable time. 2. If the parties are unable to resolve the issue themselves, or if the issues significantly affect the operation of LCCJ, one or more parties may take the issue to the Executive Director for resolution. 3. If the issue is not resolved by the Executive Director (or if it involves the Executive Director), an individual or group complaint may be presented to the Complaints Committee of the Board of Directors. The presentation will clearly identify the issues, steps already taken towards a resolution, and the corrective action sought. 4. The Complaints Committee will consist of the Board Chair and one or two other Board Members. It will be formed and convened by the Board Chair only when needed. 5. The Complaints Committee will make recommendations to the Board based on the presentation of the complaint and other relevant information, and the Board will respond to the complainant(s) within 20 working days of the receipt of the complaint. If an extension is required, all parties will be notified of the reason, and a new deadline set. 6. In the event that the Complaints Committee cannot resolve an issue, or if the complaint is against the Board of Directors, the matter may be taken to a third party mediator for resolution. The decision to incur costs in relation to resolution will be at the discretion of the Board of Directors. | |

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