



APPENDIX A

Workplace Violence and Harassment Complaint Process

This chart provides an overview of major steps in the workplace violence and harassment complaint process.

INCIDENT	A person engages in a course of vexatious comment or action against a worker in his/her workplace that is known or ought to be known to be unwelcome.
PRE-STEP – Speak up	Bring the matter to the attention of the alleged perpetrator. Inform him/her that the behaviour is unwelcome and must stop immediately. Document the details and the communication.
THE COMPLAINANT IS FREE TO COMMENCE THE COMPLAINT PROCEDURE AT THE FORMAL OR INFORMAL STAGE AS OUTLINED IN THIS PROCESS. THE COMPLAINANT IS ALSO FREE TO DISCONTINUE A COMPLAINT AT ANY TIME.	
INFORMAL RESOLUTION	Seek the advice/assistance of a colleague or union/federation representative. Contact the appropriate supervisory/managerial personnel to request assistance in resolving the issue. Document the process.
FORMAL COMPLAINT – Documentation and Notification	File a formal written complaint outlining the particulars of the allegation and the initial attempted resolutions. The formal complaint is recorded on the Workplace Violence and Harassment Complaint Form and is submitted to the Supervisory Officer. The Supervisory Officer will determine whether or not he/she is satisfied that reasonable efforts have been made to resolve the dispute informally. The Supervisory Officer will provide copies of the determination to the complainant and the respondent.
FORMAL COMPLAINT – Threshold Assessment	The Supervisory Officer will conduct a Threshold Assessment to ensure that the alleged conduct, if proven, would meet the definition of workplace violence and/or harassment.

<p>FORMAL COMPLAINT – Investigation</p>	<p>An investigator(s) will be assigned. An investigation of the complainant’s allegations will be completed.</p> <p>The respondent will be given an opportunity to respond to the allegations.</p> <p>Interviews will be conducted and conclusions will be drawn based on the balance of probabilities.</p>
<p>FORMAL COMPLAINT – Report and Conclusion</p>	<p>A written summary of the finding and conclusions will be provided to the complainant and the respondent. They will be given an opportunity to respond.</p> <p>Appropriate actions will be taken to resolve the issue.</p>
<p>FORMAL COMPLAINT – Review</p>	<p>If, within ten working days of the final decision, a complainant or respondent to the formal complaint has grounds for review, a reviewer will be appointed by the Board.</p> <p>The findings of the review will be reported to the Board who will affirm or amend the final decision or require that a new investigation be undertaken.</p>
<p>MEDIATED RESOLUTION</p>	<p>At any time during the formal complaint investigation, and at the request of both the complainant and the respondent, an unbiased third party may be requested to act as a facilitator of communication between the parties.</p> <p>Any formal investigation into the allegations will be held in abeyance while the mediation is ongoing. Mediation is voluntary and the complainant or respondent may choose to withdraw at any time.</p>
<p>NOTE</p>	<p>If the alleged harasser is the Supervisory Officer, the formal complaint process will be directed to the Chair of the Board.</p>