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| <br><b>BOARD POLICY</b> | Policy Name:<br><b>Concerns and Complaints</b>          | Policy Number:<br><b>1.4</b>                                 |                       |
|  | Approval Signature:                                     | Section:<br><b>Administration</b>                            | Page<br><b>1 of 2</b> |
|  | Supersedes:   |  |                       |
|  | Approved by Board:<br><b>June 23, 2025</b>              | Next Review Date:<br><b>2027</b>                             |                       |
|  | Policy Contact (Position):<br><b>Executive Director</b> | Name of Responsible Committee:<br><b>Executive Committee</b> |                       |

## **COMPLAINTS AND CONCERNS POLICY**

### **1. PURPOSE**

The Northern Association of Community Councils Inc. (NACC) encourages our staff and community members/partners to bring forward concerns or complaints they may have about the Association. When concerns or complaints are brought forward, NACC is committed to resolving the matter in a timely and appropriate manner. This policy outlines how concerns and complaints may be addressed and resolved.

### **AUTHORITY**

Under NACC By-laws, directors may adopt, amend, or repeal policies relating to the governance, management, operation, and affairs of the Corporation that are not inconsistent with the NACC's By-laws, as the directors may deem appropriate from time to time.

### **2. POLICY**

#### **A. INFORMAL RESOLUTION ENCOURAGED - ADDRESSING INAPPROPRIATE BEHAVIOUR**

For less severe forms of inappropriate behaviour (e.g. disrespect), employees should first consider whether they can resolve the matter informally (e.g. speaking to the other person, or seeking the advice or support of a supervisor or other post-incident supports).

#### **Option 1: Communicating with the other person directly**

An employee experiencing inappropriate behaviour (complainant) may approach the person who made them feel uncomfortable (respondent), either in person or in writing, to advise that the behaviour is unwelcome. The complainant may explain how their behaviour affected them and request that the behaviour stop. The respondent may not

realize the impact of their behaviour and the feedback allows them to change their actions.

### **Options 2: Resolving with the support of the Executive Director or Executive**

If an employee (complainant) does not feel comfortable speaking to the respondent, an employee can discuss their concerns with their Executive Director (verbally or in writing) to get the executive director's advice or support. If the concern involves the Executive Director, or the employee does not feel comfortable approaching the Executive Director, they may contact an Executive on the Board.

The complainant and Executive Director can discuss informal options such as:

- (1) Meeting with the respondent to advise them of the concern(s), hear their perspective and clarify expectations moving forward;
- (2) Meeting with all parties involved to discuss the issue together (e.g. facilitated discussion with the complainant, respondent and supervisor)

In this situation, it is best for the respondent to be aware of the nature of the discussion in advance so they are not caught off guard. This will aid in the discussion and support a more positive outcome.

### **Option 3: Resolving through a group meeting (anonymous)**

In this option, the employee can approach the Executive Director and make them aware of the concern of disrespect. The Executive Director can then discuss expectations of behaviour more generally at a staff meeting or in a written document to staff outlining expected behaviour. This option would support anonymity, as the staff and respondent may not know a specific concern has been raised; rather, the conversation would serve as a reminder to all employees of expectations of a respectful workplace.

## **B. FORMAL COMPLAINTS AND ACCUSATIONS**

### **Formal Resolution - Recording and Reporting**

A complainant is required to identify themselves when making a complaint. Anonymous complaints will not be investigated. Where possible and as appropriate, NACC will maintain confidentiality for both the complainant and persons named in the complaint.

The minimum expectation is that the following are recorded when a complaint is received:

- Date of complaint or accusation (or date file started)
- Name of complainant
- Nature of the complaint or accusation
- Date of initial response
- Person handling complaint or accusation
- Date of formal response

- Any other subsequent actions

### **C. RESOLUTIONS**

1. A file will be opened containing copies of all correspondence relating to the complaint or accusation.
2. All registered complaints will be forwarded to the Executive Director who will review the situation and develop a formal response within 5 working days.
3. Complainants have 10 working days to appeal to the Executive Committee if they are not satisfied with the response.
4. The Executive Committee must respond in writing within 15 working days of receiving the appeal. The decision of the Executive Committee is final and will be documented and their decision will be communicated to all related stakeholders.
4. The Executive Director will annually review all registered complaints and provide staff with training and assistance if required.

### **B. MONITORING AND REVIEW**

This policy will be reviewed every two (2) years by the Executive Committee or more frequently if required to ensure compliance with any changes in employment standards to ensure its continued relevance and alignment with the NACC's operations. Changes to the policy will be documented and communicated to the Board for approval.

### **C. BOARD ACCEPTANCE**

This policy will be approved by the Board of Directors. The President / Chair of the Board will sign and date the policy to indicate its approval and adoption.

Reviewed: June 23, 2025

Revisions Approved: June 23, 2025