



SUBJECT: Employee Complaints	CATEGORY: Operations & Administrative Services – Human Resources	NO. O-2.3
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PREAMBLE

SIAS is committed to dealing with employee complaints in a fair and expeditious manner. It is important that employees receive timely responses to employee-related problems and concerns or workplace issues.

This policy applies to all persons employed by SIAS. It is not intended to replace other SIAS policies or interfere with current collective agreements or legislation, including the rights and obligations specified therein.

POLICY

All employees shall be given an opportunity to discuss their complaints with senior levels of management without a fear of reprisal. Employees and supervisors are expected to make every reasonable effort to work together in resolving problems in a respectful and fair manner.

Employees are encouraged to informally discuss their complaints with their immediate supervisors. If the complaint is not resolved to the employee’s satisfaction, the employee may formally raise the problem with senior levels of management in the following order:

- Level 1 Director or out-of-scope supervisor equivalent;
- Level 2 Associate vice-president, dean, or equivalent (as appropriate given the reporting relationships);
- Level 3 Senior vice-president, academic or vice-president, administrative services (as appropriate given the reporting relationships); and
- Level 4 President and CEO or designate.

PROCEDURE

If an employee is not satisfied with the response at any level, the employee shall, without unreasonable delay, ask that the complaint be dealt with at the next level. If the employee requires assistance in dealing with a complaint at Levels 1, 2 or 3, the local human resource consultants can be contacted. If the complaint is escalated to Level 4, a human resource director will be included to assist with the process.

Approved by: President & CEO	Prepared by: Human Resources	Date Issued: March 31, 2009	Supersedes/New Supersedes	Page 1 of 1 #O-2.3
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