



STATEMENT of POLICY and PROCEDURE

Manual:	Operational	SPP No.	OPM 1.01
Section:	Membership	Issued:	Dec 14, 2017
Subject:	Complaint Process Against Employee	Effective:	Jan 16, 2018
Issue to:	All Manual Holders	Page:	1 of 2
		Replaces:	
Issued by:	The Board of Directors	Dated:	

1 Policy

- 1.01 The Brant Curling Club shall be prompt and fair in dealing with any complaints against an employee of The Brant Curling Club.

2 Procedure


- 2.01 Employees of The Brant Curling Club who have had complaints made about them have the right to be treated in a respectful and responsible manner throughout the investigation. If there is a concern/complaint about an employee, the following steps shall be followed:

Step 1

1. The individual making the complaint should speak directly to the Manager and submit a complaint form.
2. The Manager shall immediately attempt to resolve the difficulty within three working days after notice of the complaint or concern has been received.
3. The Manager shall convey the proposed solution to the person submitting the complaint and submit a copy to the President of the Board of Directors.
4. If the complaint is against the Manager, the person making the complaint should speak to the President of the Board and submit a complaint form.

Step 2

- i) Where the person raising the concern or complaint is not satisfied with its resolution under step 1, he/she shall request a meeting with the Manager and President of the Board of Directors.
- ii) This meeting must be held within one week. In most cases, a later date would be scheduled only to accommodate the person making the complaint.
- iii) The Manager shall provide a written report of the complaint and outcome of Step 1 to the President of the Board of Directors.
- iv) During this meeting, the person raising the complaint or concern will discuss his/her concerns and dissatisfaction with the outcome of Step 1 and what they would like to see happen.

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- v) The President of the Board shall respond in writing to the person making the complaint within three working days. The President will inform the board of the outcome of the step two meeting.

Step 3

- i) If the person making the complaint is not satisfied with the response received, the matter will be reviewed by the entire Board of Directors within 30 days. The Board of Directors will respond to the person making the complaint with a written outcome. The decision of the board will be final.

3 ATTACHMENTS

Complaint/Concern Form – OPM1.01a