

## Complaint/Grievance Process – Non-Unionized Employee Group Members

**Adopted:**  
May 16, 1972

**Last Reviewed/Revised:**  
January 16, 2024

**Next Scheduled Review** 2026-2027

**Associated Policies & Procedures:**

**VI-104** [Complaints Resolution Process: Workplace Discrimination/Harassment/Violence](#)

### Purpose

It is the policy of the Halton Catholic District School Board (HCDSB) to promote good Human Resources Services practices and one of these is to ensure that all legitimate complaints and grievances are brought to the attention of the employee's supervisor and/or higher levels of organization so that action, where possible and as appropriate, can be taken to correct the problem. HCDSB also recognizes that good Human Resources Services practices dictate that the person's immediate supervisor should be given the opportunity to address/correct the complaint before it is carried to higher authorities.

### Application and Scope

This policy applies to all HCDSB non-unionized employees.

### Principles

- HCDSB recognizes that our school communities exist to foster and exemplify Catholic values centred on the person of Jesus Christ
- HCDSB is committed to providing a safe and welcoming working environment in which all employees are treated with dignity and respect
- HCDSB values collaborative, open communication between all staff

### Requirements

- A complaint must first be mentioned verbally to the individual's immediate supervisor. If the supervisor involved is unable or unwilling to find a solution to the legitimate problem after one week, the employee may forward the complaint to the next level up in the organization and continue until resolution.

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