

# Policy No. III-01

Complaint/Grievance Process – Non-Unionized Employee Group		
Members		
Adopted:	Last Reviewed/Revised:	
May 16, 1972	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 <u>verbally</u> 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.

- Employees who bring complaints/concerns directly to a Superintendent and/or the Director
  will be redirected to their immediate supervisor whenever appropriate. Where the complaint
  involves the direct supervisor, it shall be appropriate for the complainant to bring such
  concerns forward directly to the supervisor's immediate supervisor.
- Employees who work under the terms of a Collective Agreement will follow the procedures outlined in the Agreement.
- Employees making a complaint of alleged harassment, discrimination, workplace violence, and/or workplace bullying are to be made under Procedure VI-O4 Complaints Resolution Process: Workplace Discrimination/Harassment/Violence.

APPROVED:	Regular Meeting of the Board	
AUTHORIZED BY:		
	Chair of the Roard	_