
Complaint Procedure and Form - Employees Working with Children

In keeping with the values of respect, teamwork, and wellbeing, it is understood that everyone will be supported through either process, formal or informal.

NBCC, upon knowledge of an incident pursuant to the Maintaining a Respectful Workplace policy, has the right to proceed with the formal or informal process.

1. Informal Process

- a) Employees and students/parents are encouraged to deal with the incident(s) by communicating directly with the person displaying behaviour that is disrespectful, unwelcome and/or unwanted.
- b) If the student/parent is not able to approach the Instructor to attempt to resolve the issue, he/she may seek help from the program coordinator.
- c) The following options are available:
 - i. support to prepare the parties to deal directly with each other
 - ii. conducting a facilitated discussion between the parties
 - iii. providing mediation to the parties (especially if there is a continued future relationship)
 - iv. preparing the Complainant to proceed with the formal process if the informal process is not possible

2. Formal Process

The formal process may be initiated by the Complainant or by NBCC.

- a) NBCC must address all formal complaints and exercise due diligence in determining whether a full investigation is warranted.
- b) Process:
 - i. The Complainant prepares a written complaint, describing the incidents or allegations of disrespectful conduct including names, dates, and times within the preceding year.
 - ii. The complaint is forwarded to the Vice President Employee and Student Development who decides if a full investigation is warranted and appoints an investigator to commence an investigation.
 - iii. The Respondent is advised in writing that a complaint has been filed, the general nature of the complaint and that an investigator has been appointed.
 - iv. All parties in an investigation have the right to be accompanied by an advocate of their choice during the interview process.
- c) The Investigator:
 - i. ensures that due process is followed from the start to the completion of the investigation
 - ii. may, during the process, make a recommendation for the parties to attempt resolution
 - iii. gathers evidence, conducts interviews and makes a finding pursuant to the definitions and spirit of the policy
 - iv. determines whether the complaint has merit

- v. submits the investigative report to the Vice President Employee and Student Development within one (1) month
 - vi. if requested by NBCC, provides recommendations (under separate cover). Recommendations are not included in the report
- d) Notice to parties
- NBCC will notify the Complainant and Respondent of the investigative findings within one (1) week of receipt of the report unless there are extenuating circumstances.

SEE FORM ON NEXT PAGE

Employees Working with Children: Complaint Form

Name of Student (Child):	Date:
Program:	
STUDENT (Child) ISSUE / COMPLAINT	
Summary of the student (child) issue or complaint:	
(An additional sheet is attached. <input type="checkbox"/> Yes <input type="checkbox"/> No)	
REVIEW / RECOMMENDATION	
VP Employee and Student Development Recommendation	
(An additional sheet is attached. <input type="checkbox"/> Yes <input type="checkbox"/> No)	
Signature:	Review Date:
Results of review and applicable recommendations have been communicated to the student/parent <input type="checkbox"/> Yes <input type="checkbox"/> No	
COMMUNICATION TO STUDENT/PARENT	
Have the results of the review and applicable recommendations been communicated to the student/parent in writing? <input type="checkbox"/> Yes <input type="checkbox"/> No Date: _____	