



POLICY:  <b>Staff Concerns and Complaints</b>		POLICY NUMBER:  <b>PS-1-6</b>
		PREVIOUS/REPLACES: <b>Line of Communication for Staff</b>
APPROVED BY:  <b>Executive Council</b>	EFFECTIVE DATE AS OF:  <b>April 7, 2020</b>	PRIOR VERSIONS:  <b>December 18, 2013</b>

**1. Policy Statement:**

Conflict can be a healthy part of the workplace when it aims to improve the outcomes for the team and institution. Conflict is healthy when it is respectful and not personal and available equally so everyone can safely participate.

Occasionally, concerns about working conditions, or people who we work with can arise. The Manitoba Institute of Trades and Technology (to be referred to as MITT) is committed to ensuring that complaints are addressed in a timely fashion, respectfully, and in a consistent manner. This policy outlines the process that staff members are to follow when they have a concern or complaint.

This policy addresses the resolution of everyday workplace issues such as interpersonal conflict, poor job satisfaction, performance issues, working conditions, gossip, and other potential issues. If the complaint involves harassment, violence or any form of sexual violence, the reader is directed to MITT’s Respectful Workplace, Harassment Prevention and Non-Discrimination Policy, Violence Prevention Policy and/or Sexual Violence Policy.

**2. Scope:**

This policy applies to all MITT staff.

MTS Teachers will follow the informal process of resolution of complaints as stipulated in this policy, but will follow the formal grievance process outlined in the collective agreement.

**3. Procedure:**

**Informal Complaint Procedure:**

- MITT encourages the resolution of concerns early on using an informal process. This is often the easiest and most effective way in dealing with concerns.
- Union employees are encouraged to follow the informal complaint procedure as well, however, at any time during the process the employee may file a grievance.
- An employee who has a concern should first discuss the matter with the party involved. Often the matter can be dealt with immediately and no further action is necessary.



- If the employee is unable to reach a resolution with the party involved then the matter should be brought forward to the attention of the employee's immediate manager. In a situation where the issue is with the immediate manager, then the employee should speak to the supervisor's manager. Again, the issue may be remedied at this level and no further action is necessary. If however, the concern has not been resolved then the employee should bring forth the concern to People Services.
- People Services will work towards resolving the concern using an informal process such as providing coaching to the employee, discussing the concern with all parties involved, mediation, and offering potential solutions to deal with the concern.
- If the concern cannot be resolved using an informal process, then a formal complaint procedure shall be employed (see below).

**Formal Complaint Procedure (not applicable to unionized employees):**

If there has been no resolution of the concern through the informal process, then the following formal complaint procedure will be used:

- The employee shall complete the Formal Complaint Form and submit the form either in-person or via email to People Services.
- People Services will notify the employee's immediate manager and the person who the complaint is being made about.
- People Services will start the investigation of the complaint normally within 10 working days of receiving the Complaint Form. This may include meeting with all parties to understand the facts, and seek a resolution. Depending upon the results of the investigation at this point People Services may provide coaching to the employee, discuss the concern with all parties involved, request mediation, or offer potential solutions to deal with the concern.
- Upon completion of the investigation, People Services will respond to the complainant and respondent as to the outcome of the investigation.
- If the complaint is with the Director, People Services and Organizational Development, then the employee should address the complaint with the Vice-President, Business & Organizational Development. If the complaint is with a member of the Executive Team the President should be notified. If the complaint is with the President, it should be forwarded to People Services who will provide the concern to the Board of Directors.
- Complaints pertaining to members of the Board of Governors are managed under a different policy. If a concern exists contact People Services.
- This policy is not intended to prevent or discourage any member of MITT from exercising their rights under any other law.



**Confidentiality:**

MITT will abide by all privacy legislation. All investigations of complaints will be conducted in a confidential manner with the findings communicated only to the appropriate parties.

**4. Administration:**

The Director, People Services and Organizational Development and the immediate manager of the employee are responsible for ensuring this policy is adhered to.

**5. Review:**

This policy will be reviewed by Executive Council every five years.

**6. Reference:**

**Legislation:**

*The Freedom of Information and Protection of Privacy Act and Regulations*  
*The Personal Health Information Act and Regulations*

**Policies:**

Respectful Workplace, Harassment Prevention and Non-Discrimination Policy  
Sexual Violence Policy  
Violence Prevention

**7. Definitions:**

N/A