POLICY:	POLICY No.
Complaints About the Board or Board Member(s)	**D-4**
EFFECTIVE DATE AS OF: **October 22, 2024**	PRIOR VERSIONS: **June 4, 2020** **June 28, 2016**

1. Policy Purpose:

The purpose of this policy is to provide a process how the board shall handle a complaint against any board member or the President of MITT.

2. Policy:

This policy only applies to complaints received by the board that pertain to the board, its members, or the President. If the complaint deals with violence, sexual violence or harassment, the board shall also refer to MITT administrative policies that deal with these issues and any relevant legislation.
If any complaints are received related to the management or administrative operations of MITT, they will be referred to the President and handled by the appropriate administrative policy.
When the board or an individual board member receives a complaint, the following procedure should be followed:

a) The complaint will be requested in writing. The complainant will be requested to clearly state the nature of the complaint and if appropriate submit any related documentation.

b) The board or board member(s) that receive the complaint will share the complaint with the Chair of the Board, Vice-Chair, Corporate Secretary or President as appropriate in that order depending on the source of the complaint as soon as possible.

c) The Chair will discuss the complaint with the President or Corporate Secretary as appropriate (who may include appropriate personnel from the Institute) or board members as required.

d) All complaints will be handled in confidence.

e) The Chair will follow up with the board member(s) who identified the complaint, or the entire board, depending on the circumstances. Where the complaint is related to one or more specified board members, they shall withdraw from the meeting and take no part in the discussion about the issue.

f) A response will be made to the original complainant at the discretion of the Chair.

g) Engage external consultants as needed.

3. References:

The Public Interest Disclosure (Whistleblower Protection), Act & Regulation

MITT Board of Governors Policies:

D-5 MITT Public Interest Disclosure (Whistleblower)

MITT Administrative Policies:

CC-2 Respectful Workplace, Harassment Prevention and Non-Discrimination
SV-1 Sexual Violence Policy
WSH-2 Violence Prevention
GA-3 Public Interest Disclosure (Whistleblower) Policy