

APPENDIX A

Workplace Harassment Prevention Administrative Procedure 508

INFORMAL COMPLAINT RESOLUTION PROCESS

The first step is for the complainant to inform the individual that his or her behaviour is unwelcome and must stop immediately. Many disputes can be resolved quickly and effectively using this approach. In some cases, the complainant may not feel comfortable performing this step. The complainant is free to begin the complaint process at the formal or informal stage as outlined herein.

Informal Resolution is a procedure that provides an opportunity for parties to resolve a dispute mutually in a respectful manner. Supervisory and managerial personnel are expected, in consultation with union/ federation representatives, to first engage in Informal Resolution as a means of resolving issues.

Process:

Supervisory and managerial personnel may become aware of workplace harassment in the working or learning environment in different ways. They may observe harassment directly or receive a report from the individual affected. Supervisory and managerial personnel may also receive reports from third parties.

It is important that supervisory and managerial personnel pay attention to symptoms arising out of possible objectionable behaviour such as reduced productivity, changes in behaviour, absenteeism, requests for transfers, or rumours. Without assistance, the targets of objectionable behaviour may be embarrassed or reluctant to report a situation.

A speedy resolution of a complaint can prevent escalation and further negative consequences while promoting restoration of a healthy learning and working environment.

(a) *INFORMAL RESOLUTION STEPS*

In keeping with the Joint Protocol for Enhancing Positive Relationships in the Workplace, supervisory or managerial personnel, in consultation with union/federation representatives, will attempt to facilitate an informal resolution by:

- suggesting that the complainant confront the problem by making it clear to the individual alleged to have engaged in workplace harassment that the behaviour is not acceptable and by obtaining a commitment that the behaviour will stop;
- informing the individual of the complainant's concern regarding the alleged objectionable behaviour and the Board's expectation for appropriate behaviour, providing a copy of the Workplace Harassment Prevention Policy and/or other relevant Board policies, and obtaining a commitment that the behaviour will stop; and

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- following up with the complainant to ensure that the behaviour has stopped. Supervisory and managerial personnel may initiate mediation by a neutral third party.

(b) *INFORMAL RESOLUTION FOLLOW-UP*

In cases where an informal plan of action is implemented, supervisory and managerial personnel will follow up by monitoring the situation, holding, if necessary, subsequent meetings with the parties, and taking further steps to ensure that the harassment has stopped.

All notes and/or information prepared in the course of the informal complaint process will be forwarded to Human Resource Services for storage in a confidential workplace incident file separate from the personnel file. Only a record of negative consequence, warning, or caution will be placed in the respondent's personnel file.