



APPENDIX 8 Workplace Harassment Complaint Process Flow-chart

This flow-chart provides an overview of major steps in the workplace harassment complaint process. Persons seeking further information regarding the complaint process are advised to refer to Workplace Harassment Prevention Administrative Procedure AP-1 €

INCIDENT	A person engages in a course of vexatious comment or conduct against a worker in his or her workplace that is known or ought reasonably to be known to be unwelcome.
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PRE-STEP- Speak up	Bring the matter to the attention of the alleged harasser. Inform him or her that the behavior is unwelcome and must stop immediately. Document the event details and the communication.
THE COMPLAINANT IS FREE TO COMMENCE THE COMPLAINT PROCEDURE AT THE FORMAL OR INFORMAL STAGE OUTLINED HEREIN. THE COMPLAINANT IS ALSO FREE TO DISCONTINUE A COMPLAINT AT ANY TIME.	
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INFORMAL RESOLUTION	Seek the advice/assistance of a colleague or union/federation representative. Contact the appropriate supervisory/managerial personnel to request assistance in resolving the issue. Document the process.
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FORMAL COMPLAINT- Documentation and Notification	File a formal written complaint outlining the particulars of the allegation and the initial attempted resolutions. The formal complaint is recorded on the Workplace Harassment Formal Complaint Form and is submitted to the Superintendent of Schools/Human Resource Services. The Superintendent of Schools/Human Resource Services may refer a complaint to the appropriate supervisor and the parties if she or he is not satisfied that reasonable efforts have been made to resolve the dispute informally. The Superintendent of Schools/Human Resource Services will provide copies to the complainant, respondent, and their supervisory officer(s).
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FORMAL COMPLAINT- Threshold Assessment	The Superintendent of Schools/Human Resource Services will conduct a Threshold Assessment to ensure that the alleged conduct, if proven, would meet the definition of workplace harassment.
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<p>FORMAL COMPLAINT- Investigation</p>	<p>An investigator(s) will be assigned. An investigation of the complainant's allegations will be completed.</p> <p>The respondent will be given an opportunity to respond to the allegations.</p> <p>Interviews will be conducted and conclusions will be drawn based on the balance of probabilities.</p>
<p style="text-align: center;">↓</p> <p>FORMAL COMPLAINT- Report and Conclusion</p>	<p>A written summary of the findings and conclusions will be provided to the complainant and the respondent. They will be given an opportunity to respond.</p> <p>Appropriate actions will be taken to resolve the issue.</p>
<p style="text-align: center;">↓</p> <p>FORMAL COMPLAINT- Review</p>	<p>If within ten working days of the final decision a complainant or respondent to a formal complaint has grounds for review, a reviewer will be appointed by the Director of Education.</p> <p>The findings of the review will be reported to the Director of Education who will affirm or amend the final decision or require that a new investigation be undertaken.</p>
<p>* MEDIATED RESOLUTION</p>	<p>At any time during the formal complaint investigation, and at the request of both the complainant and respondent, an unbiased third party may be requested to act as a facilitator of communication between the parties.</p> <p>Any formal investigation into the allegations will be held in abeyance while mediation is ongoing. Mediation is voluntary and the complainant or respondent may choose to withdraw at any time.</p>