

# Hilton Township Complaint Policy

## Intent

The intent of the Complaint Policy is to demonstrate the Township of Hilton's commitment to its employees and visitors by providing the steps to be taken in the event a complaint is filed by an individual against an employee or the organization. The Policy initiates the steps to be taken by management once a complaint has been launched.

## Guidelines

The Township of Hilton recognizes that from time-to-time there will be complaints about the organization or its employees. The Township of Hilton wants to ensure individuals with complaints are able to voice their concerns, but that they should do so through proper channels of communication.

## Regulations

### *Complaint against an Employee*

- The proper channel for an individual to voice a complaint against an employee is to approach the following individuals in the order indicated:
  - The employee against whom the complaint is directed;
  - The individual's immediate supervisor;
  - Head of Council;
  - Council.
- The employee and immediate supervisor shall be informed of the complaint immediately and shall have an opportunity to respond.
- If the complaint cannot be satisfactorily resolved by the individuals concerned, the complainant should inform the Clerk in writing, and the Clerk shall maintain a record of the complaint and resolution.
- If in the opinion of the Clerk the complaint is serious, a written and signed copy of the complaint must be provided. In the event the complainant is unable to prepare a written complaint, the Clerk may provide assistance in preparing a statement, which is then signed by the complainant. The complainant shall be cautioned about potential risks of making a false or unsubstantiated complaint.
- The Clerk or the immediate supervisor shall maintain a record of the complaint and resolution and may choose to record the incident in the employee's personnel file, in which case the employee shall be so informed and shall sign the documents indicating awareness that the item is being placed on file. The employee's written response to the complaint shall be recorded on the personnel file, upon request.
- If the complaint cannot be resolved by the Clerk, the matter shall be dealt with by Council.
- The Clerk shall ensure a protocol for the investigation and resolution of complaints is developed and supervisors/managers are informed of the process.

### *Organizational Complaint*

- Any complaints made by an individual directly against the organization shall be filed immediately to the Clerk by the complainant in writing and must be signed.
- The Clerk shall try and resolve the concerns of the complainant and keep written and signed copies of complaints along with the steps taken to resolve the matter.
- In the event that the Clerk cannot satisfactorily resolve the complaint, the complaint must be brought forth to the Head of Council who will determine the best way to handle the concern.
- The Clerk will keep a copy of the written and signed complaint, along with the steps taken to resolve the matter.

*Complaints filed by an individual toward an employee or the organization will be handled immediately by appropriate personnel.*