



Complaints policy

CEE offers stakeholders any opportunity to provide feedback on their experiences with us. We value this feedback and aim to manage complaints in a prompt and consistent manner.

This policy describes CEE's commitment to providing a workplace and programming environment free of harassment and intimidation for all its employees, volunteers, and program participants. It is intended to give guidance to all employees, including management and members of the board, to provide a clear understanding of what harassment is, describe their responsibility to maintain a professional environment free from harassment, and to ensure consistent and fair handling of complaints.

Principles

- Any person or organization connected to CEE or affected by its operations has the right to complain.
- Service users and stakeholders are entitled to be heard and have their concerns addressed in a respectful and prompt manner.
- All complaints must be dealt with
 - Seriously
 - Quickly
 - Confidentially
 - Without stopping the person's right to use CEE

Process

1. The staff member or volunteer (the "complaint handler") will look at the complaint within seven days of the complaint being received. The "complaint handler" may be the "Manager", "Director" or the "Executive Director".
2. The staff member or volunteer investigating the complaint will decide how to respond to the complaint and make sure action is taken.
3. Managers and Directors should be informed of complaints and feedback (positive or negative).
4. Managers and Directors should be a resource to support staff and volunteers in ensuring that responses to the complainant are handled appropriately.
5. If there is a complaint that you may not feel comfortable to handle, copy your immediate supervisor into the email correspondence for her/him to follow-up.

Responsibilities and Obligations

It is the responsibility of:

1. CEE:

- To take reasonable preventative measures to protect employees and others in the workplace from workplace violence;
- To ensure that a workplace violence assessment is conducted;
- To develop procedures to address the workplace violence risks identified in the violence assessment;
- To ensure that all employees are trained in this policy;
- To post this policy on the safety board in the workplace;
- To ensure that this policy is communicated to contractors and other persons who attend the workplace;
- To establish a process for reporting and responding to incidents of workplace violence;
- To ensure the process for reporting and responding to incidents of workplace violence is communicated, maintained, and followed; and
- To ensure that this policy is reviewed at least annually.

2. Managers or Directors

- To understand and abide by the requirements of this policy;
- To communicate and review this policy with the employees they manage;
- To verify that all contractors and others who attend the workplace are aware of this policy;
- To adequately train employees in CEE's procedures that address the workplace violence risk(s) applicable to the employee;
- To encourage employees to report complaints or incidents of workplace violence;
- To respond to all complaints or incidents of workplace violence in a professional manner appropriate for the circumstances of the complaint or incident; and
- To promptly report all complaints or incidents of workplace violence they receive or witness to the leadership team and to Human Resources.

3. Employees (including Managers and Other Management) and Volunteers:

- To comply with this policy at all times and to protect themselves and others in the workplace from workplace violence;
- To immediately notify their Manager, Director or Human Resources of any incident of workplace violence, whether the notifying employee is the victim or not. In the case of an extreme or imminent threat of physical harm to themselves or any person from workplace violence, the employee should contact the police;
- To participate in training regarding this policy and CEE procedures directed at workplace violence risks in the workplace; and,
- To fully cooperate in any investigation of complaints or incidents of workplace violence or breaches of this policy.