



# HUMAN RESOURCES

## Policy & Procedure

Title	<b>EMPLOYEE COMPLAINT AND RESOLUTION</b>	Date Effective	<b>MARCH 25, 2013</b>
Document #	<b>HR-02-85</b>	Date Reviewed	<b>September 26, 2023</b>
Scope	<b>ALL EMPLOYEES</b>	Date Revised	<b>September 29, 2023</b>
Approved By	<b>EXECUTIVE LEADERSHIP COUNCIL</b>	Signature	<i>Original signed by R. Sewda</i>
Managed By	<b>VP HUMAN RESOURCES &amp; CHIEF HUMAN RESOURCES OFFICER</b>		

### 1.0 PURPOSE

- 1.1 To ensure that all employees have a mechanism to have their concerns heard in a fair, equitable, and timely manner.

### 2.0 DEFINITIONS

- 2.1 **Employee:** unless otherwise specified, refers to all employees, medical staff, students, volunteers, board members, contractors, contract workers, agency personnel, and other individuals performing work activities within or on behalf of the Northern Health Region (NHR)

### 3.0 POLICY STATEMENT(S)

- 3.1 It is the policy of the Northern Health Region (NHR) to encourage an open-door policy and to invite all employees to talk directly to management to resolve any issues that may be of concern.

### 4.0 PROCEDURE / RESPONSIBILITIES

- 4.1 All employees, whether staff or management, are treated fairly, justly, and equally. The NHR acts as promptly as possible when concerns are brought forward. All employees are encouraged to bring forward to management any complaints or recommendations dealing with safety, health standards, working conditions, and fair management practices, without fear of reprisal.
- 4.2 **Step 1 – Attempt to Resolve the Matter Informally**  
Any disputes, controversies, or suggestions, must first be handled between the employee and their immediately supervisor. Such discussions are informal and take place in a private area and away from others.
- 4.3 **Step 2 – Formal Resolution**  
An employee who has not obtained a solution within ten (10) business days of the circumstances that gave rise to the situation has the right to bring the matter to the attention of the supervisor's immediate superior or the VP Human Resources and Chief Human Resources Officer (VP HR/CHRO). Complaints should be in writing and include all relevant circumstances. The VP HR/CHRO reviews the circumstances within ten (10) business days.

**4.4 Step 3 – Final Appeal**

If the employee is not satisfied with the response, they have the right to appeal the issues to the Executive Leadership Council (ELC).

**4.5 Other Rights Preserved**

This procedure does not replace any right an employee may have to file a complaint as a grievance under a collective agreement, [AD-01-70 Whistleblower Protection Act \(Public Interest Disclosure Act\)](#), [AD-01-70 Whistleblower Protection Act \(Public Interest Disclosure Act\)](#), or [HR-09-145 Violence Prevention in the Workplace](#), or any other organizational policy or statute that may apply.

**5.0 RELATED DOCUMENTS**

5.1 [Appendix A Employee Complaint Process](#)

5.2 [AD-01-70 Whistleblower Protection Act \(Public Interest Disclosure Act\)](#)

5.3 [HR-02-55 Respectful Workplace](#)

5.4 [HR-09-145 Violence Prevention in the Workplace](#)

**6.0 REFERENCES**

6.1 N/A

**7.0 REVISION AND REVIEW DATE(S)**

Revised (R) September 29, 2023

February 28, 2022

reviewed (r) September 26, 2023

February 2, 2022