

## COMPLAINT REPORT FORM

Use this form to submit a complaint about an Alberta PCAP Council staff or Trainer. It may be submitted to the Provincial Coordinator or the Board Chair. View their contact information at [alberta-pcap.ca](http://alberta-pcap.ca).

### Your Information:

Date of Complaint (MM/DD/YYYY):	
Name:	

### Complaint Towards:

Department/Program:	
Individual:	

Who did you first report this complaint to?
Please describe your concerns: <i>Include: dates and times, names of individuals and direct quotes if possible</i>

Describe any possible solutions to help resolve this issue.  
*(Is this something can be resolved?)*

Provide additional details or comments which will be helpful in dealing with this complaint:

By signing this form, you declare that all information you have given here is truthful and accurate to the best of your knowledge.

\_\_\_\_\_

Date

Full Name

Signature

Did someone assist with completing this form: \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, please sign below:

\_\_\_\_\_

Full Name

Signature

Contact Info

## **POLICY: COMPLAINTS AND DISCIPLINARY ACTION**

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*Approved by the Alberta PCAP Council Board of Directors on June 14, 2021. (Ref: Personnel Policies Section 7)*

### **PURPOSE**

- a) The purpose of this policy is to ensure stakeholders are aware of their rights with regards to complaints and appeals.
- b) Ensure staff, contractors and the board are aware of the process for complaints.
- c) Policy is for staff of PCAP Council

### **DEFINITIONS**

- a) Complaint: any grievance submitted in writing to the PCAP Council about a staff member of the council that is not anonymous
- b) PCAP Staff: any person who is paid a wage through the Alberta PCAP Council such as the provincial coordinator, data analyst, administrative assistant, and trainers

### **RESPONSIBILITY**

- a) The complaint process will be posted on our website for stakeholders to review or access upon receiving services from the Alberta PCAP Council.
- b) If an individual is dissatisfied with an Alberta PCAP Council service, the person will be advised of their right to complain, the procedures for making a complaint, and the appeal process.

### **COMPLAINTS PROCEDURE**

- a) The complainant will be given a copy of the Complaint Report Form to complete on their own or with the assistance of someone they trust.
- b) The Complaint Report Form will be reviewed by immediate supervisor and/or the HR & Personnel Committee
- c) If the supervisor or HR & Personnel Committee feel the allegation is beyond their capacity to investigate then an Ad hoc Committee will be struck to investigate the complaint.
- d) If all parties believe the allegation is beyond their capacity to investigate PCAP Council will hire an external Human Resources firm to investigate the complaint.
- e) Investigation may include interviews and mediation.
- f) During investigation may include a suspension of duties
- g) The reviewing committee will develop their suggestions on how to resolve the complaint.
- h) The suggestions will be reviewed by the board chair.
- i) Possible results and remedies.
- j) In all cases, the complainant and the investigated party/individual will be notified of the results.
  - o *Not in contravention – no action taken:* if the investigation fails to find sufficient evidence to support the complaint, no documentation concerning the complaint will be filed.

- *Not in contravention – action taken:* if the investigation fails to find sufficient evidence to support the complaint, but inappropriate personal interactions have occurred, Investigator may take action to facilitate an expectation of appropriate personal interaction but exclude disciplinary measures. Documentation will be filed.
  - *Contravention – action taken:* if there is a finding of breach of policy, Investigator will take action, which may include disciplinary measures up to and including termination. The disciplinary decisions of the Investigator will be documented will be filed.
- k) Regardless of the result and remedy offered, The Alberta PCAP Council will not offer or be held liable to provide monetary or financial relief to anyone that is involved in the provisions under this policy.
- l) A complaint should be filed no later than one (1) year after the incident causing the complaint has occurred.