



RURAL MUNICIPALITY OF ST. ANDREWS POLICY AND PROCEDURES MANUAL

POLICY NAME: Complaints Against Employees Policy	POLICY NUMBER: GEN-06
POLICY MANUAL SECTION: General Policies	RESOLUTION NUMBER: 20
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COMPLAINTS AGAINST EMPLOYEES POLICY

Purpose

The purpose of this policy is to ensure that complaints against employees of the Rural Municipality of St. Andrews brought forth by the public are addressed promptly. It also aims to provide a process for resolving complaints to ensure that Municipal employees and citizens are treated fairly and consistently.

Policy

- 1) Ratepayers of the Municipality shall direct complaints regarding employees of the Municipality to the CAO.
- 2) Only complaints received in writing, signed and dated by the complainant, will be investigated.
- 3) Council shall refer to the CAO only those complaints made by an identified individual. Anonymous complaints shall not be given any consideration.
- 4) Complaints against the CAO shall be in writing and shall be submitted to and reviewed by the Reeve and Council.

Administration of the Policy

- 1) Councillors receiving complaints against employees shall direct the complainant to submit the complaint in writing to the CAO, ensuring that it is signed and dated by the complainant.
- 2) Councillors receiving written complaints shall forward them to the CAO for investigation and report.
- 3) When the CAO receives a written complaint against an employee, the CAO shall meet with the employee to inform him or her of the complaint, and provide the employee with written notice of the complaint.
- 4) The employee will then be requested to sign and date this written notice of the complaint, acknowledging that the issue has been discussed with them.

- 5) The CAO shall conduct an investigation of the complaint and prepare a report to be presented to Council. The report shall include details of the complaint, information resulting from the investigation, conclusions based on the investigation and recommendation for remedy and discipline (if any).
- 6) Council shall review the report and determine what measures should be taken to address the concerns of the complainant and what disciplinary measures should be taken against the employee.
- 7) The employee shall be entitled to review the report and present their case to Council before a final decision is made.
- 8) Any disciplinary action shall be taken in accordance with the collective agreement, the Labour Relations Act and the Municipal Act.
- 9) Complaints against the CAO shall be reviewed by Council and such action taken as deemed necessary by Council.