



## **Harassment Policy Complaint Process**

1. Effective Date November 1, 2014

2. Application. This Policy is applicable to anyone work or provide services to Lake Louise Black Dogs Ski Club (The Club)

3. Context The prevention and resolution of harassment in the workplace is an essential component in the effective people management of an organization. The goal of the Club is to maintain a productive, healthy and respectful workplace where positive working relationships and practices are promoted and where everyone is guided by the values of the Club which includes treating each other with respect and fairness.

3.1 In keeping with the Policy on Harassment Complain Process, the Club is committed to having a harassment-free workplace. In part, this can be achieved by ensuring that the organization remains sensitive to the potential for harassment, or perceptions of harassment in the workplace, and actively managing any such situations whenever and wherever they arise.

3.2 Harassment is serious and needs to be addressed promptly, with sensitivity, competence and discretion. The primary goal is to resolve allegations of harassment in the most informal way feasible, with the least disruption possible for the parties involved and the work environment. While the seriousness of harassment allegations calls for access to a careful and rigorous process from the outset, it is consistent with such a process that many cases may, upon closer exploration and with the consent of all parties, be effectively dealt with through informal resolution processes.

4. Statement The objective of this directive is to describe the minimum requirements of the harassment complaint process and set out expected results in order to ensure the timely and efficient resolution of complaints.



## 5. Requirements

5.1.1 Ensuring that the harassment complaint process is carried out promptly; respects the principles of procedural fairness towards the complainant, the respondent and all other parties involved; and that it contains the following five steps:

Step 1 – Acknowledging receipt of the complaint while ensuring that:

- the written complaint is submitted within 12 months of the last incident or event of alleged harassment (unless there are extenuating circumstances); and
- the parties are made aware of the options for informal resolution from the outset and throughout the process (Appendix A)

Step 2 – Reviewing the complaint to determine whether the allegation(s) meets the definition of harassment as described in this directive. The respondent is notified of the complaint whether or not the complaint is admissible.

Step 3 – Investigation carry in a professional manner.

Step 4 – Rendering a decision and notifying in writing the parties involved as to whether or not the allegations were founded.

Step 5- Restoring the well-being of the workplace while ensuring that:

- the Program Director in consultation (optional) with the Informal Conflict Resolution practitioners and other relevant organizational resources addresses the needs of the parties concerned and the work unit throughout the complaint process as well as any detrimental impacts resulting from the incidences of harassment; and
- the Program Director takes timely corrective and/or disciplinary measures, if warranted, including addressing reprisal or risk of reprisal