Process for Making a Complaint

Complaint received.

Support Plan developed.

Initial Determination regarding type of complaint (within 15 working days).

If complaint relates to bullying or other forms of disrespectful behaviour, refer to Appropriate Administrator/ HR Services for resolution. RRA remains available to consult.

Informal Resolution, if possible/desirable.

If complaint relates to discrimination, harassment or sexual violence, RRA to consider whether informal resolution process is appropriate/possible.

Investigation Process pursued where appropriate in the circumstances, or where informal resolution is not possible/desirable. Involves interviews with Complainant, Respondent and any witnesses, as well as review of documents.

nformal resolution remains available

Investigation Report completed within eight weeks of Initial Determination (with possibility for extension). Report is shared with Appropriate Administrator and/or HR Services.

> **Conclusion of Investigation** Outcome shared with parties.

If allegations substantiated, corrective actions taken. Record maintained.