



Policy Section:	Program Policy and Procedures
Policy Title:	Conflict Resolution & Complaints Procedure for Employees
Effective Date:	May 1, 2014
Last Revised:	N/A

**POLICY STATEMENT:**

**Beth Tikvah Foundation of Hamilton** is committed to open, harmonious relationships with all its employees. **Beth Tikvah Foundation of Hamilton** is further committed to finding a resolution to any potential conflict. The agency provides a procedure for concerns to be brought forward to the appropriate party.

**PROCEDURES:**

1. Employees will be informed of this procedure during their orientation to the policies of the organization.
2. Should any employee have a concern, they will bring the matter to the attention of his/her Supervisor.
3. If the matter remains unresolved then the concern will be brought to the attention of the Executive Director within 14 days from receiving a response from the employee's Supervisor.
4. The Executive Director will meet with the complainant to hear the concern. A meeting summary and response will be given to the employee within 14 days of the meeting.
5. If the matter remains unresolved, the concern will be expressed in writing and addressed to the Board of Directors, with a copy to the Executive Director. This will be forwarded within 14 days of receiving the response from step 4.
6. The Board of Directors will review the situation and determine whether a decision by them will be rendered at this time or if further inquiry into the matter may be necessary. The Board will provide a written response to the employee within 6 weeks of receiving the complaint.

**The feedback/complaints process will be free of any conflict of interest, coercion, intimidation, or bias before, during or after the review.**

**Based on the nature of the complaint or feedback, it will be reported to the ministry as a serious occurrence through the ministry's serious occurrence reporting process.**

A written summary of the complaint and steps taken will be filed within the agency.