

Client and Member Grievance against Staff, Management and Agency Policy

PURPOSE In the event that a member/client feels he/she is receiving less than adequate service from Project Upstream staff/Management/Agency or has been unfairly treated and following informal discussion no satisfactory solution has been found, he/she has the right to file a formal grievance.

PROCEDURE Involving staff

- 1) The first step in addressing a grievance is to speak to the staff person with whom you have the issue. If you are uncomfortable approaching the staff member alone, you may ask another individual or staff member to assist you in addressing the issue with the staff member in question.
- 2) If no resolution to an issue is achieved following a discussion with the staff person you may file a formal grievance as follows:
 - a. Present your issue in writing to the Program Coordinator. You may invite others to join you at this meeting. The purpose of the meeting is to find a fair resolution
 - b. Once your grievance has been submitted to the Program Coordinator, he/she may collect additional information needed and/or seek clarification from all relevant parties. The Program Coordinator must then confer with the President of the Board (or her/his designate) to seek a fair resolution.
 - c. Based on consultation between the Program Coordinator and President/designate, the Program Coordinator will issue recommendations to said parties in writing within 5 business days. These recommendations will be considered final within the agency.

PROCEDURE Involving Agency Governance or Management

As previously mentioned in the Purpose section and following informal discussions aimed at resolving an issue involving the Management of Project Upstream the following process should be followed:

- 1) inform the Program Coordinator when/if you submit a formal grievance to the President/designate. Your written correspondence to the President of the Board of Directors may be mailed or dropped off in person and must be addressed to the President in the following manner:

**Project Upstream
Attention: President of the Board of Directors (Confidential)
300-1355 Bank Street, Ottawa ON, K1H8K7**

- 2) the President or designate will issue recommendations to said parties in writing within 5 business days. These recommendations will be considered final within the agency