



Little Shuswap Lake Indian Band (LSLIB) Complaints Policy

1. Purpose of the Policy

The purpose of having a complaints policy is to ensure a fair and objective process for individuals to bring forward grievances they may have about the provision of services or staff behavior subject to the policies and programs of LSLIB.

2. Principles Forming the Basis of the Policy

The principles upon which the LSLIB complaints policy is based are as follows:

- LSLIB staff must follow duly established policies, procedures, and bylaws of LSLIB for which Council has overall responsibility.
- Complaints are dealt with through the chain of command. Each LSLIB staff member is accountable to his/her supervisor, individual supervisors are responsible to department managers, department managers are accountable to the Administrator, and the Administrator is accountable to Council.
- All complaints must be in writing on a signed LSLIB complaint form (See Section 5 below.).
- Wherever possible, complaints should be supported by documented evidence or by identified witnesses.
- Any staff members who is the subject of a complaint has the right to have a copy of the written version of the complaint, and to submit testimony, evidence and/or witness accounts in his/her defense.
- Complaints submitted about staff members are subject to applicable human rights legislation and the Federal Labour Code, as well as the LSLIB Human Resources Policy.
- LSLIB staff members are expected to conduct themselves in a respectful and professional manner at all times, in compliance with the LSLIB Human Resources policy.
- Complaints should be based on fair, reasonable and factual statements, and not on personal bias, suspicion, unproven allegations or opinions that cannot be properly verified.

3. Procedures to Follow in Filing a Complaint

An individual wishing to file a complaint is required to do the following:

- a. Submit, within 5 working days of the incident being complained about, a signed and dated LSLIB complaint form either directly to the supervisor of the employee who is subject of the complaint, or to the Administrator. If there is any doubt about who the employee's supervisor is, the Administrator can provide that information. In the case of a complaint about the Administrator the complaint is submitted to the Chief and dealt with by Chief and Council as per the LSLIB Human Resources Policy.
- b. Be prepared to meet with the supervisor(s) of the employee(s) named in the complaint, as well as the Administrator, and to provide either written or verbal answers to questions about the complaint.
- c. Be prepared to meet with the employee(s) named in the complaint, along with the appropriate supervisor(s), the Administrator and persons who may have witnessed the incident or relevant information about it, for the purpose of clarifying facts and interpretations of facts and of LSLIB policies.
- d. Utilize respectful language in describing the event(s) that triggered the complaint, focusing on objective description of what happened.

4. Process for Responding to a Complaint

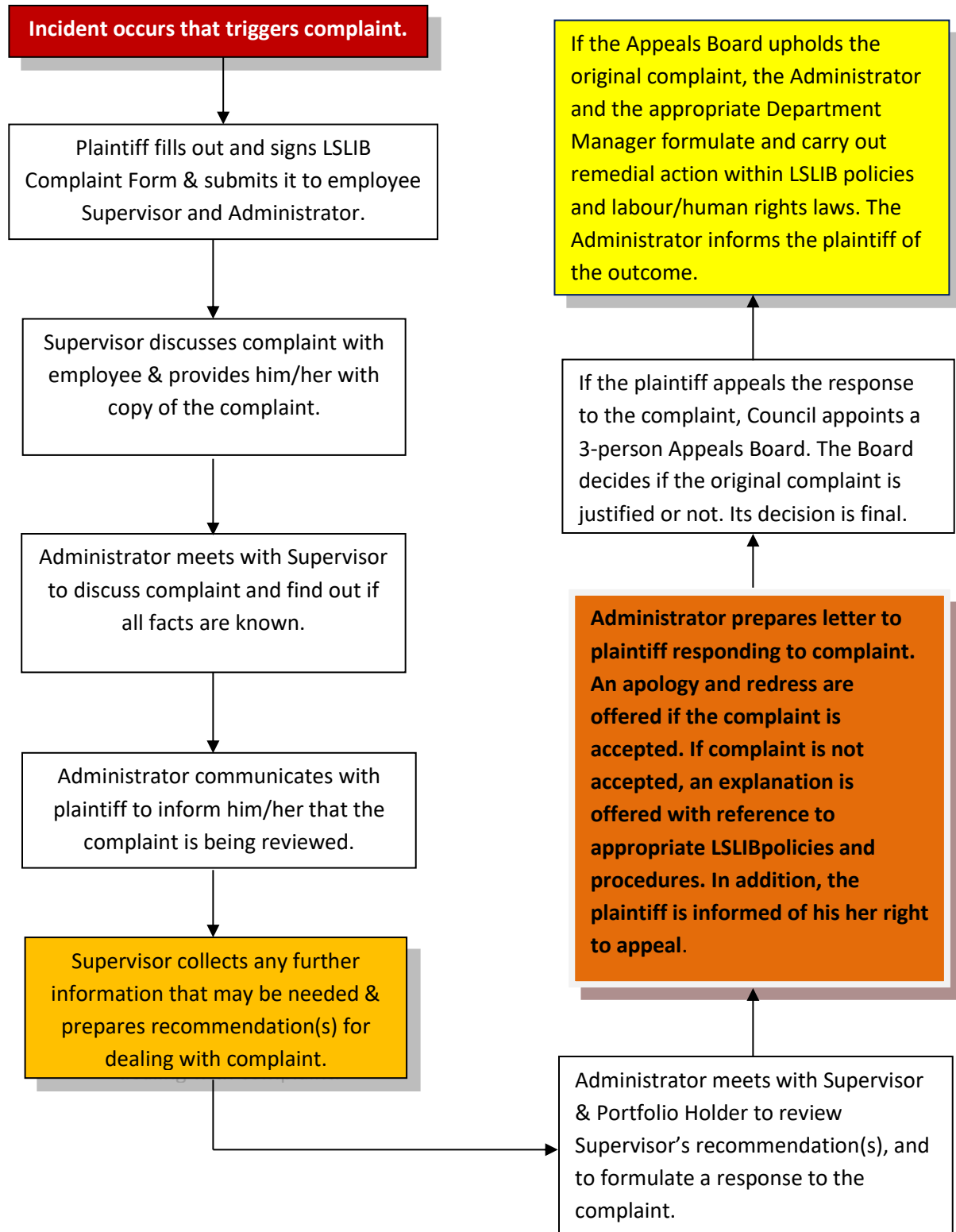
The steps for responding to a complaint are as follows:

- a. If the complaint is received by the supervisor(s) of the employee(s) named in the complaint, the supervisor(s) provide(s) copies of the complaint form to the Administrator, to the employee(s) named in the complaint and to the member(s) of Council holding the portfolio relevant to the program area in which the incident occurred that led to the complaint.
- b. If the complaint is received by the Administrator, he/she provides copies of the complaint form to the employee(s) named in the complaint and to the appropriate supervisor(s), as well as to the member(s) of Council who holds the portfolio for the program area in which the complaint occurred.
- c. Within 48 hours after receiving a signed complaint form (or as soon as practical if one of the participants is away from the office on business), the Administrator meets with the supervisor(s) of the employee(s) named in the complaint to consider what is known about the incident leading to the complaint, and how the complaint is to be reviewed and dealt with. In reviewing the complaint and possible actions for dealing with it, the participants in this meeting may decide to meet directly with the plaintiff and or the employee(s) named in the complaint and/or any witnesses to the incident that triggered the complaint.
- d. Prior to attending the meeting with the Administrator in c. above, the supervisor(s) of the employee(s) named in the complaint meet(s) with the employee(s) named in the complaint to gather information from the employee(s) about the incident causing the complaint.
- e. After the initial meeting between the Administrator and the supervisor(s) of the employee(s) named in the complaint, the supervisor(s) of the employees named in the complaint gathers any further information that may be needed and prepares draft recommendations for dealing with the complaint.
- f. Within 5 working days of receiving the signed complaint form the Administrator convenes a meeting with the supervisor(s) of the employee(s) named in the complaint, along with the appropriate portfolio holder(s) from Council to consider recommendations from the employee(s) supervisor(s) on how to deal with the complaint.
- g. Based on recommendations from the supervisor(s) and advice from the meeting described in f. above, the Administrator prepares a letter of response to the plaintiff, citing any established LSLIB policies or procedures that may apply to the situation. If a LSLIB employee is found to be at fault the Administrator's letter will offer an apology and redress to the plaintiff. If the employee(s) named in the complaint is (are) not found to be at fault, this will be explained to the plaintiff in terms of applicable LSLIB policies and procedures. If the complaint cannot be resolved at this level, the matter will be referred to Council for advice and/or direction, and this will be explained to the plaintiff in the Administrator's letter.

5. Appeals Process

If the plaintiff is not satisfied with the response contained in the Administrator's letter, he/she may request in writing that the matter be subject to an Appeals Hearing. In this case, Council will appoint a 3-person Appeals Committee. The decision of this committee will focus solely on whether the complaint is justified or not, and this decision will be final and binding. The committee's decision will then be communicated to the Administrator and the appropriate Department Manager for consideration of what remedial action may be appropriate. Any remedial actions at the level of band administration or employee supervision must conform to the LSLIB Human Resources Policy and appropriate human rights and labour law.

LSLIB Complaints Process



6. Complaint Form

LSLIB COMPLAINT FORM

1. Sector addressed by the complaint

- Education ____
- Income security ____
- Housing ____
- Health ____
- Membership ____
- Reserve lands or resources ____
- Finance ____
- Other (specify): _____

2. Identification of the plaintiff

- Name _____
- Address _____

- Phone _____
- Email _____

3. I am filing a complaint for the following reason (s)

4. Description of the event(s):

- Date(s) of incident(s) _____
- Location of incident(s) _____
- Witness(es) to the incident(s) _____

5. Signature of plaintiff _____

6. Date of filing complaint _____