RESPECTFUL WORKPLACE POLICY: INFORMAL COMPLAINT PROCEDURE-
MANAGER

Procedure for managers responding to allegations of offensive behaviour
(informal complaints)

What you need to know

1. Upon learning of alleged offensive behaviour, managers have a duty to take reasonable
   action in the circumstances, to address it and to protect employees from further
   offensive behaviour. Managers must take action within ten (10) working days. This does
   not necessarily mean that an informal complaint must be resolved within this time.
2. Managers may learn of alleged offensive behaviour from an individual who has
   experienced it; from an individual who has become aware of it; or by witnessing it
   themselves.
3. Managers should consult the Respectful Workplace Policy, Respectful Workplace Office,
   and/or a human resource professional as needed, at any point in the process.
4. Throughout this process, information should be shared on a need to know basis only. It
   may be necessary for the manager to inform others such as her/his level-up manager
   and/or another manager to whom one or more of the individuals involved reports.
5. Where a formal complaint is made under this policy, the informal process ends and the
   matter is dealt with through the formal complaint process.
6. Where a conflict of interest which may compromise the fairness of this process is
   identified at any stage, responsibility for tasks will be reassigned as necessary to address
   the conflict and alleviate any reasonable apprehension of bias.

What you need to do

1. When a manager receives an informal complaint, s/he will speak with the employee(s)
   who is alleged to have experienced the offensive behaviour to gather information and
   gain an understanding of the situation. The manager will advise the employee of
   her/his resolution options and will provide brochures on the Respectful Workplace and
   Employee Assistance Programs.
2. After being advised of her/his resolution options, if the employee chooses to
   communicate her/his concerns directly to the person who allegedly caused the offensive
   behaviour, the manager will follow-up with the employee to determine whether the
   matter has been addressed and whether the offensive behaviour has stopped. If so,
   further action may not be necessary.
3. If the individual(s) alleged to have caused the offensive behaviour is a not an employee as defined by the Respectful Workplace Policy, but is at a government workplace carrying out her/his duties for an external employer, the manager will ensure the individual’s employer is advised of the situation (the manager should determine the appropriate way to do this by consulting her/his level-up manager and/or the procurement office).

4. If the individual(s) alleged to have caused the offensive behaviour is not an employee as defined by the Respectful Workplace Policy, but is a client/customer, the manager will take all reasonable steps in the circumstances to ensure the offensive behaviour stops and that the employee is protected from further offensive behaviour.

5. If the individual(s) alleged to have caused the offensive behaviour is an employee, the manager will speak with her/him to make them aware of the allegation, as well as to gather information and gain an understanding of the situation. The manager will provide the employee(s) with brochures on the Respectful Workplace and Employee Assistance Programs if s/he has not already done so.

6. The manager will have follow-up conversations with the employees involved, either individually or together, as appropriate, toward resolution of the issue.

7. If the issue remains unresolved, the manager will refer the matter to an appropriate human resource professional.

Process ends