

Complaint Resolution Procedure

The College has established a complaint resolution procedure to provide a timely and orderly review of decisions concerning a) workplace safety; b) employee discipline; and c) employee termination.

Procedure for Resolving Complaints Concerning Employee Terminations and Employee Discipline

A written complaint indicating the specific resolution being sought shall be submitted to Human Resources (HR) within 7 days after the discipline was imposed or termination became effective.

HR shall refer the matter to the immediate supervisor of the complainant employee's supervisor, who will conduct an investigation and will normally issue a final report in writing to the employee and HR within 7 days after receipt of the written complaint. Copies of the final report shall also be provided to the employee's immediate supervisor.

If the complaint is not settled in Step 1, and the employee wishes to appeal, the employee shall submit the written complaint to the Assoc. VP, HR and Emp. Relations to request a hearing before an Impartial Hearing Officer (IHO) with 7 days after receipt of the Step 1 report.

The appeal hearing will normally be scheduled within 30 days of receipt of the request for hearing.

IHO shall record one of four outcomes: sustain, deny or modify the discipline/termination or recommend additional investigation prior to final determination

The College or Employee may appeal the decision of the IHO to the WITC Board by filing a request within 7 days of receipt of the written decision of the IHO.

The role of the Board, in reviewing the decision of the IHO, is to solely address the following questions:

1. Did the IHO follow a fair and impartial process?
2. Is there evidence of corruption, fraud or misconduct by the IHO?
3. Did the IHO make an error of law which makes his/her decision invalid?
4. Did IHO make an error of fact which makes his/her decision invalid?

The WITC Board of Trustees will issue its written decision within 60 days from receipt of the appeal. The Board decision is final.