

PATHWAYS ABILITIES SOCIETY

POLICY: INVESTIGATIONS

Applies to: All Personnel, Volunteers, Home Share Providers, Persons Served and Tenants

Original Approval Date: October 24, 2005

Date Board Approved: October 18, 2021

Replaces Policy Dated: April 6, 2020

Board Member's Signature

PREAMBLE

Pathways Abilities Society is committed to resolving workplace grievances and formal complaints fairly and openly. Where the circumstances surrounding a grievance or complaint are unclear, Pathways Abilities Society will ensure a thorough and impartial investigation is conducted into the matter in the interests of a fair and timely resolution. The purpose of this policy is to outline the requirements for internal investigations and the society's response.

POLICY

Formal complaints or grievances will be handled as outlined in the most recent collective agreement and/or through an investigation process. The process will be thorough, fair and impartial. The overriding purpose of any investigation is to inquire into the truth of the matter, to report on the evidence in relation to matters alleged to have occurred and to take remedial action to prevent the complaint or grievance from reoccurring.

The executive director and/or the Board President will appoint investigators. Investigators will not have a relationship with the complainant or those alleged to be parties to the complaint. Investigators are to have no presumption regarding the complaint or grievance. Investigators may be a Pathways Abilities Society employee or an appointee.

External investigators will be used where:

- The matter is regarded as sufficiently serious,
- Impartiality is difficult,
- The expertise to adequately investigate the issue does not exist,
- If a board member is being investigated.

Investigators will be presented with a written Terms of Reference or parameters, which will include the name of the person responsible for overseeing the investigation.

The complainant will be advised in writing or via email of the appointment of an investigator and the process of enquiry outlined. They will be reminded that they may seek representation at any stage.

Individuals and or witnesses mentioned in the complaint will be advised of the appointment of an investigator and the process of enquiry outlined. They will be reminded that they may seek representation at any stage.

Employees who have been implicated and whose actions or behaviours could bring into question their capacity or conduct, may be transferred to a different service area or suspended with or without pay from duty.

Volunteers or individuals receiving services who have been implicated and whose actions or behaviours could bring into question their capacity or conduct, may be transferred to a different service area, be suspended or their volunteer assignment terminated.

Home Share providers who have been implicated and whose actions or behaviours could bring into question their capacity or conduct, may have their contract terminated.

Tenants who have been implicated and whose actions or behaviours could bring into question their capacity or conduct, may have their tenancy terminated.

All persons will be reminded that the matter is confidential and should not be discussed outside the involved parties.

The investigator will prepare a written report, with recommendations for action. All relevant parties will review the report and the actions implemented.

If an investigation results in potential legal action refer to the Legal Action policy and procedure.