

## **Policy and Procedure Regarding Complaints or Concerns**

### **Policy**

Fairway Gorge Paddling Club Society ("FGPC") is committed to open, accountable and transparent governance which encourages a culture of integrity and honesty. All staff, volunteers, coaches, and directors are expected to fulfill certain responsibilities and obligations including, but not limited to, complying with the policies, bylaws, and Code of Conduct of FGPC. An important aspect of accountability and transparency is a mechanism to enable all individuals to voice concerns and complaints in a responsible and effective manner.

This policy is intended to help create an environment in which individuals interacting with FGPC, including but not limited to staff, volunteers, participants and contractors, may report complaints or concerns without risking retaliation. This policy applies to any activities, programs and events that are under the direct control or management of FGPC, as well as any situation where a person is acting in their capacity as an employee, volunteer, director, or agent of FGPC.

A person who is aware of or suspects a serious matter of concern or a violation of FGPC's Code of Conduct should report the matter as soon as possible using the reporting procedures below. Examples of reportable matters may include, but are not limited to, harassment, bullying, discrimination, fraud, or a danger to safety.

### **Acting in good faith**

Any person reporting a complaint or concern must be acting in good faith with reasonable grounds for believing there is a serious matter of concern or a breach of the FGPC Code of Conduct. A person who makes an unsubstantiated allegation which is knowingly false or has been made maliciously or in bad faith may be subject to disciplinary action.

### **Confidentiality**

The identity of the person who reports a good faith concern or complaint will be kept confidential, unless it is incompatible with a fair investigation or required by law. In such instances, the person reporting the concern or complaint will be informed in advance.

### **No retaliation**

No person who in good faith reports a concern or complaint shall suffer harassment, retaliation or adverse consequences. Any individual who retaliates against someone reporting an incident in good faith may be subject to discipline, which may include termination of employment or the volunteering role.

## **Procedure for Reporting and Investigating Complaints or Concerns**

### **Reporting procedure**

Concerns or complaints may be reported verbally or in writing. FGPC may request that a verbal concern or complaint be submitted in writing and signed before FGPC will initiate an investigation of the matter.

Participants in FGPC activities, programs or events may report a complaint or concern to the FGPC general manager, or the Chair of the FGPC Board of Directors. Any complaint or concern reported to the general manager shall be forwarded to the Chair of the FGPC Board of Directors.

FGPC staff, volunteers, and coaches are encouraged to report concerns or complaints to their direct supervisor or the general manager, depending on the seriousness and sensitivity of the issues and who is suspected of wrongdoing. Alternatively, FGPC staff, volunteers, and coaches may report their concerns or complaints directly to the Chair of the FGPC Board of Directors. Any issue brought to a supervisor or the general manager shall be forwarded to the Chair of the FGPC Board of Directors.

A concern or complaint involving the general manager, or a director of the FGPC Board of Directors, should be submitted directly to the Chair of the FGPC Board of Directors.

A concern or complaint involving the Chair of the FGPC Board of Directors should be submitted to the Vice-chair of the FGPC Board of Directors.

### **Investigation**

All reports will be taken seriously. FGPC will conduct an objective, timely and fair investigation that respects the rights of individuals. FGPC will pay due regard to the fairness owed to any individual named in a complaint or allegation. FGPC will provide a fair procedure for investigating the complaint or concern, based on the seriousness of the issue, the credibility of the information, the impacts on affected persons, and any other relevant considerations.

## **Decision**

If, on preliminary investigation, the allegation is judged to be without substance or merit, the matter will be dismissed. If, at the conclusion of an investigation, FGPC determines that a violation or wrongdoing has occurred, FGPC may take remedial action equal to the severity of the matter. This may include disciplinary action, termination of contracts, and/or reporting to police and regulatory authorities. In all cases, the person who reported the concern or complaint, and any person who is the subject of a concern or complaint, will be informed of FGPC's decision and the reasons for the decision.

## **Retention of Reports**

FGPC will maintain a record of reported concerns and complaints. All documents related to reporting, investigation and enforcement of this policy will be kept in accordance with FGPC policies and the applicable law.