



## **City of St. John's Corporate and Operational Policy**

**Policy:** 03-06-03    Orderly Resolution of Complaints

**Status:**

**Issued By:** Human Resources

**Revision No:**

**Revision Date:**

**Date of Original Council**

**Approval:** 2001/07/23

**Rescind Date:**

**Index:** 03 Human Resources

**Section:** 06 Employee Relations

**Title:** 03 Orderly Resolution of Complaints

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### **Purpose**

To provide for the orderly resolution of complaints by employees.

### **Policy Statement**

1. A complaint shall be discussed with an employee's supervisor in accordance with the recognized organization structure up to and including the City Manager, if necessary.
2. A complaint regarding safety shall be discussed directly with the Safety Officer. The employee shall advise his/her supervisor as well.

### **Application**

### **Responsibilities**

All employees, Management Staff, Safety Officer.

### **Definitions**

### **References/Appendix**

### **Monitoring and Contravention**

#### **Approvals**

Management Handbook Policy Statement No. 6; Finance and Administration Standing Committee Report - July 13, 2001; Regular Meeting of Council - July 23, 2001

#### **Review Period**

#### **Available to Public**

- ☐ Yes
- ☐ No