

# North York General Hospital Policy Manual

Shared Resolution of Complaints/Concerns

NUMBER: III-a-40

CROSS REFERENCE: III-c-30 - Workplace Harassment,  
IV-d-25 - Workplace Violence Prevention

ORIGINATOR: Manager, Labour & Employee Relations

APPROVED BY: Operations Committee

ORIGINAL DATE APPROVED: October 2006

DATE REVIEWED/REVISED: February 2016

DATE OF IMPLEMENTATION: March 2016

Page 1 of 1

---

## PURPOSE:

North York General Hospital recognizes that employees require a process by which issues/concerns in the workplace are resolved in a timely, objective and confidential manner.

## POLICY

This policy defines a process by which any employee can communicate issues/concerns that are related to employment, the working environment and/or Hospital policies and procedures, without fear of reprisal.

## PROCEDURE/ GUIDELINE:

1. Where there is a conflict between two parties, the employee should discuss the complaint/concern with the person with whom the issue is with, in an attempt to resolve such complaint/concern.
2. In the event that the employee cannot resolve the complaint/concern in that manner or, if the employee is not comfortable in discussing the complaint/concern with the person with whom the issue is with or if the complaint/concern does not involve another party, the employee should discuss the complaint with his/her immediate supervisor in a timely manner.
3. If there is reason that the employee(s) cannot have this discussion with their immediate supervisor, they may choose to communicate with the next management level up within their specific area. This leader will facilitate a meeting between the employee and his/her immediate supervisor if required and/or, investigate the concern and/or work directly with the employee to resolve the concern or issue.
4. The manager or director who is investigating the complaint/concern will provide a response to the employee(s) in a timely manner.
5. In the event that the employee(s), their immediate supervisor or the next management level cannot reach a satisfactory solution/understanding, in a reasonable timeframe, the employee(s) may choose to put their concern in writing to the Manager, Employee and Labour Relations.
6. The Manager, Employee and Labour Relations will review the written communication and provide a written response.

## REFERENCES:

**Occupational Health and Safety Act**