



MRFA
MOUNT ROYAL
FACULTY ASSOCIATION

Operational Complaints Policy

Category:

Operational Policies

Date Created:

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I. Overview

Complaints are restricted to those concerning MRFA operations and adherence to MRFA Bylaws, policies, and procedures. This policy is intended to provide an avenue for members to convey concerns related to these matters.

II. Principles

- The Association is committed to providing members with high levels of service and satisfaction, effective representation, and opportunities to help improve the Association in all of its operations.
- Complaints shall be handled efficiently with the aim to resolve issues in a timely manner.
- The identity of complainants will be kept confidential unless where necessary for the processing of the complaint and/or to address matters of conflict of interest.
- The Association is committed to ensuring that principles of equity, diversity, and inclusion, together with principles of fairness, are considered throughout the complaint processes.
- The Association commits to regular communication with the complainant on their complaint and the resolution.

III. Definitions

Complainant: Under this policy, complainants are restricted to MRFA Members. Individuals who are not members of the Association should refer to applicable [MRU policy](#) when seeking to address concerns.

Respondents: Under this policy, respondents are restricted to MRFA staff, the MRFA President or the MRFA Board.

Association Activities and Events: Association events and activities include all formal and informal events that are planned by Association Committees, the Executive Board or Executive Officers, and/or Association Staff. In the event that there is a complaint about an approved Association activity, event, and/or meeting, the respondent of the complaint shall be the Executive Board which is responsible for oversight of all Association Committees.

IV. Limitations

- i. This policy deals only with complaints about Association operations. Complaints about an individual's conduct (e.g., the conduct of a member or guest attending an event) should be submitted via the Association's Conduct Complaints Policy.
- ii. Third party complaints shall not be considered under any circumstance.
- iii. Complaints must be submitted within 15 business days of the occurrence giving rise to the complaint.

V. Procedures

A. Complaints Related to the Faculty Centre ([Complaint Form](#))

- a. Complaints about the operations of the Faculty Centre are managed by the Faculty Centre. Complaints related to members or their guests' conduct in the Centre shall be directed to the Faculty Centre Coordinator who shall record the complaint in the Centre's incident report book.

- i. The Faculty Centre Coordinator can address immediate concerns about conduct including requesting the individual to leave the Centre. If necessary, Campus Security may be called to address disruptive behaviour.
 - ii. A monthly summary of anonymized complaints shall be forwarded to the MRFA President and to the Faculty Centre Management Committee, who shall review the report and may make recommendations to the Board, where appropriate, to address them.
- b. The Complainant shall receive a written reply stating that the complaint has been reviewed and, where appropriate, outline what actions have been taken to address the complaint.

B. Complaints about MRFA Meetings, Events, and Activities ([Complaint form](#))

1. Complaints about Association meetings, events, and activities shall be made in writing and submitted to the Senior Administrative and Faculty Relations Officer (SAFRO), who may request more information to clarify the nature of the complaint.
2. The SAFRO shall investigate complaints to determine any related information and submit a summary of the complaint to the President.
 - i. Where possible, the President, in consultation with the SAFRO, shall determine potential resolution and remedies.
 - ii. Where appropriate, the President shall convey the complaint and related information to the Executive Board for deliberation on potential resolution and remedies.
3. Once the resolution and/or remedy are determined, it shall be conveyed to the applicable respondent (e.g., a committee responsible for organizing the event) and to the complainant.
 - i. The complainant's identity shall remain confidential wherever possible in this process.
 - ii. The respondent shall act in a timely manner to implement the requested resolution and/or remedies.

C. Complaints about MRFA Staff ([Complaint form](#))

Preamble:

- MRFA staff report to the Executive Board and their work is directed, only, by the MRFA President.
1. Complaints about MRFA staff shall be submitted in writing to the President who shall review the complaint and may meet with the complainant to get further information.
 2. The President shall meet with the respondent to review the complaint and shall follow up on the complaint in accordance with the Association's Staff Policy manual and the principles of progressive discipline.
 3. The President shall, where applicable, report the complaint to the Executive Board who may recommend action.
 4. The President shall report back to the complainant and the respondent and shall update the Executive Board, where appropriate, on any outcomes or disciplinary measures taken.
 5. The respondent shall then have up to ten (10) business days to submit notice of appeal. No disciplinary measures assigned shall be applied until the appeal notice period has passed.

VI. Related Policies

Meeting Policy
 Standards of Professional Conduct
 Conduct Complaints
 Community Agreements