



## Complaint Resolution Procedure

COPE Ontario and the Locals serviced by this Council, agree that the purpose of this procedure, is to establish an expedited dispute resolution process for complaints.

In the event that a Local Union has concerns regarding a Representative of COPE Ontario, in the performance of their duties and/or in the representation of a unit, the following procedure is to be followed:

1. The complaint shall include a description of the particulars and circumstances giving rise to the complaint and include what remedy is being sought. The complaint and relevant facts are to be sent to the Director, in writing from an Officer of the complainant Local.

A copy will also be sent to the representative which the complaint has been made against.

2. The Director, upon receipt of the information, will discuss with the staff person, and his/her representative, the allegations, in order to investigate the matter. The Director will gather any other information necessary up to and including a discussion with the Officer of the Local, to complete the investigation.
3. The Director, in a timely fashion, will correspond in writing with the complainant Local as to his/her findings as a result of the investigation and what action, if any, will be or has been taken.

Adopted: January 26, 2008