

# Safe Workplace Program Complaint Intake and Triage Procedure

3.39

## Complaint Intake Procedure

1. Receive complaint form to Safe Workplace Program (SWP) email
2. Program Manager (PM), SWP contacts complainant/affected member within 1 business day to confirm receipt and schedule a meeting.
3. After the meeting, prepare summary of complaint and provide to complainant for review and confirmation of accuracy and completeness. Summary to include, at minimum:
  - The parties involved;
  - The nature and timeline of the allegations;
  - Any relevant history related to the issue and/or the parties.

## Complaint Triage Procedure

4. PM, SWP to screen complaint based on screening criteria
5. PM, SWP to make triage recommendations based on scope assessment for each allegation/incident.
6. Complaint summary with triage recommendations to be provided to (committee name) members and include on next agenda for discussion.
  - Complaints must be included on (committee name) agenda within 14 days of receipt.

## Screening Criteria

The Program Manager, Safe Workplace Program will screen out complaints received for the following:

- I. Complaints previously investigated, or actively under investigation.
- II. Complaints under the authority and mandate of the Special Investigations Unit (SIU)
- III. Complaints involving members of the public
- IV. Complaints involving past OPS members no longer employed by the Ottawa Police Service
- V. Complaints involving conduct under the purview of management rights, such as staffing decisions, and those covered under an OPS Collective Agreement
- VI. Complaints regarding incidents occurring over 12-months prior to submission will be assessed on a case-by-case basis to ensure procedural fairness and appropriate response as per Section 34(1) and Section 34(2) of the *Human Rights Code* regarding timeline enforcement for Human Rights Tribunal of Ontario applications.
  - a. Section 34(2) provides discretion to extend the 12-month timeline if the delay was found to have been incurred in good faith; and/or it was found that there was no substantial prejudice to anyone affected by the delay.
- VII. Complaint regarding the Chief of Police, Deputy Chiefs of Police, or Chief Administrative Officer shall be referred to the Ottawa Police Services Board in accordance with the Police Services Act, section 77.

## Scope Assessment

### Investigation

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Complaints of workplace harassment, discrimination, violence, and reprisal, will be assessed for the appropriateness of an investigation, based on the definitions contained in the *Occupational Health and Safety Act* and the Ontario *Human Rights Code* (jointly referred to as the “Scope”).

## **Alternative Resolution**

Conduct which is undesirable but falls within management rights, or may violate the internal OPS policies, specifically the provisions of the Workplace Harassment Violence and Discrimination Policy and the Equitable Work Environment Policy, will be assessed for appropriate resolution.

## **Deconfliction Triage Committee**

The Deconfliction Triage Committee will **assess**, **deconflict** and **triage** all complaints received that have passed the screening criteria.

The **assessment** will be based on the frequency and complexity of the issues raised, prior similar-fact occurrences involving the parties, previous resolution activities attempted, and other relevant factors.

The committee will **deconflict** files that may involve other resolution activities such as workplace assessments underway, grievances, or previously investigated matters.

The **triage** decision will be made unanimously based on the services offered by each unit, the nature of the complaint, and the opportunity for internal resolution. Investigative scope is identified below.