



AIDS COMMUNITY CARE MONTREAL • SIDA BÉNÉVOLES MONTRÉAL

Grievance Resolution Policy

1. Purpose:

This grievance resolution policy ensures a route of appeal and a right to be heard to any ACCM member¹ (client, volunteer, employee) who believes he or she has been injured or has suffered an injustice in the context of ACCM. These guidelines provide due process for addressing such conflicts, respecting the rights of both the member and the organization. The use of this procedure is also extended to people living with HIV/AIDS who are not members of ACCM and feel that they have been injured or has suffered an injustice in the context of ACCM.

2. Definition:

A grievance is a complaint by a member against an alleged injury or injustice, specifically with respect to the services, programs and activities of ACCM.

3. Procedure:

As much as possible grievances should be settled between those directly concerned in an amicable manner. The parties should concentrate on resolving the conflict in a manner that is productive for their working relationship, setting personality conflicts aside whenever possible.

When this is not possible, the following steps should be taken, in order, until a satisfactory resolution is reached.

A. The grievance should be submitted in writing to the person responsible for the service involved (see Annex 1 for guidelines). As much as possible, the grievance should include a statement of the outcome sought. A grievance must be filed no later than six months after the alleged injury or injustice.

The person responsible must reply to the grievance in writing within thirty days of its having been received.

B. If the member is dissatisfied with the outcome of the first step, he or she may appeal the matter in writing to the Executive Director within thirty days of receiving the reply.

The Executive Director shall reply to the appeal in writing within thirty days of having received it.

¹ An ACCM Member is an individual who is a registered client, an active volunteer, an employee or a voting member as defined in ACCM By-laws.

C. If the member is dissatisfied with the outcome of the appeal to the Executive Director, he or she may appeal the matter in writing to the Administration and Personnel Committee of the Board of Directors within thirty days of receiving the reply.

The Administration and Personnel Committee shall reply to the appeal in writing within thirty days of having received it.

Grievances relating to the conduct or actions of the Executive Director or a Board Member should begin with Step B, above.

4. During all stages of the grievance procedure, the member shall have the right to be accompanied by a person of his or her choice (lawyer, social worker, family member, friend, etc.). The person responsible (object of the grievance) may also be accompanied by a person of his or her choice.

5. CAAP and the Régie Régionale:

ACCM shall inform clients who are unable to find satisfaction through the aforementioned grievance procedure of their right to file a complaint with the Régie régionale de Montreal Centre – Service d'aide à la clientèle and to be accompanied in such a complaint by the Centre d'assistance et accompagnement aux plaintes de Montréal (CAAP).

6. If a complaint is filed with the Régie régionale de Montréal Centre –Service d'aide à la clientèle before the grievance has gone through the steps outlined in article 3, above, the internal grievance procedure shall be considered terminated and the matter shall be dealt with through the Régie régionale.

SUMMARY:

1. Resolve with relevant person
2. Register grievance in writing with person responsible
3. Appeal to Executive Director
4. Appeal to Administration and Personnel Committee of the Board of Directors.

*Amended 13 July 2000
Amended 20 January 2003*

Appendix I – List of persons responsible for services

Client Grievances

<i>Position</i>	<i>Service / Activity</i>
Case Manager	Client registration (intake) Case management activities Support groups
Drop In Resource Centre Director	Drop In Resource Centre External Drop In activities (i.e.: bowling)
Office Coordinator	Administration Message line
Director of Volunteers	Social Events (<i>non-Drop In Res. Centre events</i>)
Support Services Assistant	Buddy Program Therapet services
Project Coordinator	Special Projects

Volunteer Grievances

Volunteers should address their grievances to their immediate supervisor.

Grievances related to volunteer placement, training or recognition activities should be addressed to the Director of Volunteers.

Staff Grievances

Staff members should address their grievances to the Executive Director.