

## **Laubach Literacy Ontario Service Charter**

Laubach Literacy Ontario investigates complaints of professional misconduct by staff persons against members, member agency staff, learners currently enrolled in member literacy councils and bookstore customers. In the rest of this policy, this group of people will be called "complainants."

If a complaint does not relate to professional misconduct or if it is frivolous, vexatious or an abuse of process, Laubach Literacy Ontario will refuse to consider or investigate the matter.

If appropriate, complainants may contact the Laubach Literacy Ontario Executive Director to register a complaint. The Executive Director may negotiate a resolution with the complainant. If the complainant agrees to the resolution, the Executive Director will document and record the complaint and the resolution. The complainant will sign off on the resolution. This does not prevent the complainant from re-opening the complaint at a later date.

If a complainant wishes to submit a formal complaint for investigation, they can send the complaint in writing, or recorded on a tape, film, disk or on another permanent medium to the Laubach Literacy Ontario Executive Director or the Laubach Literacy Ontario Board Chair at:

Laubach Literacy Ontario  
P.O Box 395 STN Waterloo  
Waterloo, Ontario N2J4A9

The complaint should include the name of the staff person, as well as the time, place, date(s) and details of the event(s).

To maintain confidentiality, Laubach Literacy Ontario asks that complaints be sent by mail only.

Laubach Literacy Ontario will not process anonymous complaints as the staff who are the subject of the complaint must be able to respond fully to the allegation(s) contained in the complaint.

Once a complaint is filed with Laubach Literacy Ontario the complainant receives an acknowledgement in writing. This will also confirm the commencement of the complaints process.

Within 14 days of Laubach Literacy Ontario receiving the complaint, the staff person will receive a copy of the complaint with a request for a written reply within 30 days. The staff person's response is forwarded to the complainant who will then have an opportunity to make further comments in writing.

Laubach Literacy Ontario will convene an investigation panel to investigate the complaint. The panel is required to make a decision within 150 days of receiving the complaint. If a decision is not reached within that time, the complainant and the staff or board member will be contacted.

The panel is only responsible for determining whether any professional misconduct occurred. If the panel determines that professional misconduct did occur, the matter will be referred to the Human Resources Committee. The panel has no authority to assess injury, demand refunds or an apology from the staff person, nor to award damages to the complainant. The complainant and the staff will be informed of the panel decision.

All information relating to the investigation and resolution of complaints is held in the strictest of confidence.

The panel will inform the Human Resources committee of their decision. The Human Resources committee may decide to:

- issue a caution to the staff person
- commence a disciplinary process
- require the staff person to undergo appropriate training
- take no further action

in compliance with all other personnel policies and procedures.

The decision of the Human Resources Committee is confidential, and the complainant will not be informed.

All Laubach Literacy Ontario staff and Board members work hard to uphold the Laubach Literacy Ontario Mission, Vision and Values.

We aim to provide a welcoming, safe and friendly learning environment and encourage feedback from members, trainers, learners, and bookstore customers.

Laubach Literacy Ontario takes all complaints and concerns about professional misconduct seriously. If you would like to talk to someone about the complaints process, please contact LLO's Executive Director or the Chair of the Board. You can expect a response within 10 business days.