

## **Academy for Lifelong Learning, Toronto**

### **Terms of Reference, Conduct Review Team**

#### **Purpose**

An ad hoc Conduct Review Team (CRT) will be convened, as needed, on behalf of the Board to receive, consider, investigate and manage complaints and alleged breaches of the Code of Conduct. The team will work in accordance with the Board approved process, and may create resolutions and make recommendations to the Board. The CRT will make best efforts to ensure the interests of the Academy are upheld.

#### **Membership:**

The past president, who is an ex-officio member of the Board, will chair the ad hoc team. If the past president feels he or she is in a conflict of interest, he or she will declare this to the President. The President will then appoint another member of the Board, for whom there is no conflict of interest, to chair the team and manage the process.

The Chair will select two additional team members who:

- Do not know, or are not well acquainted with the complainant or the member against whom the complaint or allegation is lodged
- Have a combination of skills that include objective listening, critical thinking and practical decision-making.

It will be an asset to the process if members of the team have some experience in mediation, negotiation, human resource development, interpretation and application of law and policies.

A new ad hoc team should be formed for each separate case. The Past President may be required to serve on more than one occasion; however, different members should be selected for a new ad hoc team for each occurrence, where possible.

#### **Responsibilities:**

The team has the responsibility and authority to:

- receive the complaints/allegations; and assess, against the Code of Conduct, if it is frivolous,
- conduct an investigation of complaints in accordance with the Academy process,
- temporarily restrict or suspend activities of members, during the investigative process,
- meet with and interview persons involved in or witness to the complaint/allegation
- facilitate resolutions,

- determine remedy when required,
- redirect a case to the Executive of the Board when resolution cannot be reached,
- report to the Executive of the Board that a case is in abeyance as it has not reached a resolution due to withdrawal from the Academy of either the complainant or the respondent
- recommend to the Executive of the Board when a termination of membership is deemed appropriate

### **Internal communication**

The Conduct Review Team is accountable to the Board, and through the Chair must:

- advise the President of the receipt of any complaints/allegations, and provide as much information as is known about the complaint at the time;
- advise the President of the determination(s) of the team as the case proceeds;
- record the findings and outcome, and file a record of the transactions on a dedicated USB or external hard drive in accordance with the process; and
- maintain the privacy of the members involved and the confidentiality of the details of the complaint, findings and outcome.

### **Term of Office**

Each Conduct Review Team will serve only for the duration of the assessment, investigative process and/or management of one occurrence of complaint/allegation.

The team will be guided by the complaint procedures established by the Board and will complete its responsibilities as quickly as possible, with respect to all parties involved in the case.