

Academy for Lifelong Learning Toronto

HOW TO MAKE A COMPLAINT

THAT THERE HAS BEEN A BREACH OF THE ACADEMY'S CODE OF CONDUCT

The Academy for Lifelong Learning is committed to providing an environment for all members and guests that is welcoming, comfortable and safe. In support of this, a Code of Conduct which sets out the expectations for conduct at the Academy was approved by its members on June 3, 2019. This Code is consistent with the Ontario Human Rights Commission principals.

If you believe that a member of the Academy has acted in a way that contravenes the Code you can make a formal complaint. The complaint will be dealt with by a three-member Conduct Review Team (CRT), chaired by the current Past President of the Academy Board, and with two appointed members from the Academy at large. Due to the Academy's small size, the Chair of CRT will make every effort to try to ensure that the people who deal with the complaints are not friends or relatives of the parties to the complaint.

All information and records of complaints are Confidential. The record will be stored in a secure file and will be accessible only to the President and Past President.

To file a complaint, you should be familiar with the Code of Conduct. You must fill out a Complaint Form, found with this guide, and email it or give it in hard copy to the Past President of the Board, whose name is found in the "Current Documents" section of the Member's Library.

The process of a complaint

The Past President / Chair of the CRT (the Chair) will be in touch with you as soon as possible.

The Chair will call together the CRT to review the information you have provided and decide if the complaint falls within the range of the Code.

If the complaint falls within the range of the Code, the Chair will contact the member named in the complaint to advise them of the allegation.

The CRT will work with the complainant and member named in the complaint (the parties) to resolve the issue. This can involve meetings with the parties, together or separately.

Early in the resolution process the CRT might ask the parties to take interim steps pending resolution of the complaint.

A complaint is resolved when the parties to the complaint and the CRT all agree, and sign off on a written agreement.

The CRT Chair informs the Executive Committee of the Board of the resolution and closes the file, storing it in a confidential separate place.

The CRT cannot impose termination of membership in the Academy as a remedy to a complaint. It can only recommend this remedy to the President, who will bring it to the Executive Committee of the Board for final resolution.

If the CRT is not been able to achieve a resolution to your complaint, the complaint will be referred to the Executive Committee of the Board for final resolution.