

Mood Disorders Ottawa

Complaint and Corrective Action

POLICY AND PROCEDURES

Table of contents

POLICY AND PROCEDURES	1
Table of contents	1
CONTEXT	2
POLICY	2
Reception of Complaint	2
Corrective Procedures	3
Definition	3
Informal Corrective Procedure	3
Formal Corrective Procedure	4
Conditions for Suspension	4
Process of Formal Corrective Procedure	4
Investigation	4
Investigative meeting	5
Possible decisions and recommended corrective actions	5
Formal warnings	5
Documentation	6
Appeal Process	6
Complaint Report Form-MDO	7

VERSION HISTORY

Version no.	Effective date:	Description of changes:	Approved by:
1	March 9, 2022	Board approval of document	MDO Board of Directors

Mood Disorders Ottawa

CONTEXT

This policy and procedure outlines the steps Mood Disorders Ottawa (MDO) will take to handle any corrective action required as a result of our daily operations. Issues may include complaints made about a volunteer, board member, facilitator, MDO member, and non-member regarding alleged breach or breaches of policies and procedures including the Code of Conduct and/or non-performance of duties or any concerns raised with respect to how MDO functions.

This policy applies to all people participating in any activity, directly or indirectly, relating to MDO, and it will be applied consistently and fairly. Where a person's conduct is not described in this policy, their conduct may still be subject to corrective action, up to and including suspension or ban from the organization.

POLICY

- MDO is entirely run by volunteers, including the members of its Board of Directors who provide oversight and execute the administrative duties needed for the organization to function.
- MDO maintains a high standard of conduct for its volunteers, its members, and its non-members.
- Complaint and corrective procedures are in place to protect the functioning of MDO and exist to ensure that issues are addressed and all individuals are treated fairly.
- Any person attending MDO's programs and activities can express a complaint regarding concerns about another person's alleged misconduct or the functioning of any aspect of the organization by completing a Complaint Report Form. This form is available to the public and can be completed online through MDO's website. It can also be downloaded, filled out and emailed to info@mooddisordersottawa.ca or mailed to MDO #301-311 McArthur Ave, Vanier ON, K1L 8M3.

Reception of Complaint

Anyone who is made aware of any verbal complaint should encourage a Complaint Report Form be filled out. A complaint can be discussed with your program facilitator who can fill out a form on your behalf.

All complaints must be directed immediately to the Chair or Co-Chair who will determine if the corrective procedure shall be informal or formal.

If for any reason it is determined that the Chair or a Co-Chair cannot fulfill this duty (ie: due to absence or conflict of interest) the responsibility will be assigned to the other Co-Chair or Vice Chair. This reassignment of duty shall be determined by a majority vote of the Executive Board Members.

Mood Disorders Ottawa

Corrective Procedures

1. Definition

A corrective procedure is a process for dealing with the perceived misconduct of any person participating in any MDO activity, directly or indirectly. This misconduct can range from non-serious to serious in nature.

Recommended actions from corrective procedures depend on the severity of the transgression.

Corrective procedures vary between informal and formal processes.

All complaints expressed by members, volunteers, and non-members regarding another person's behaviour and/ or actions, directly or indirectly, will follow one of the progressive corrective procedures depending on the extent, the severity, and the frequency of the alleged breach.

Anyone who feels they may have bias or a conflict of interest in determining corrective procedure can voluntarily disclose this information and it will be considered.

2. Informal Corrective Procedure

If the misconduct is of a less serious nature which would not potentially result in a formal warning, suspension or ban from the organization the Chair or Co-Chair can choose to attempt to resolve the issue using the informal corrective procedure.

- People are encouraged to discuss ordinary, day-to-day concerns with their Program Facilitator. This allows them to address any issues promptly and to prevent situations from escalating unnecessarily. If the concern involves a Program Facilitator please complete a Complaint Report Form and it will be directed to the Chair or Co Chair.
- In the case where a person expresses concerns regarding misconduct involving a member, a volunteer, or a non-member individuals are encouraged to discuss their concerns with those involved directly and only if they feel comfortable doing so.
- When a complaint is expressed regarding a first allegation of a non-serious misconduct, the Program Facilitator, Chair or Co Chair will make every effort to resolve the matter by informally discussing the incident with all those involved. The Program Facilitator, Chair or Co Chair may write to all those involved to confirm the content of your informal discussion and the resolution suggested. An informal verbal warning may be given at this point. An informal verbal warning will include a discussion on the nature and circumstances of the misconduct and include clarification on the need for improvement within a given timeline. The Complaint Report Form will be completed and filed with the Secretary for record-keeping, reference or follow-up as required.
- The Chair or the Co Chair will provide a general summary of the Complaint Report to the Board of Directors at the next board meeting.

Mood Disorders Ottawa

3. Formal Corrective Procedure

A formal corrective procedure will be implemented when:

- the informal corrective procedure fails to resolve the issue,
- a repeated minor breach of discipline occurs,
- there are serious allegations of misconduct which could put at risk the safety and wellness of the MDO community and / or could potentially result in a formal warning, suspension or ban from the organization.

Upon determining that the formal corrective procedure should be followed, the Chair or Co-Chair will immediately inform the other Executive Board Members (Co-Chair or Vice Chair(s), Treasurer and Secretary) of the incident as documented on the Complaint Report Form either individually or collectively as a group. Together, the Executive Board Members will make recommendations as to appropriate actions necessary to be taken and a majority vote amongst all EBM's will decide how to proceed. A minimum of 3 EBM's shall be involved in the formal corrective procedure. If time is of the essence and 3 are not available then another board member on standby will be chosen to fill the gap.

Conditions for Suspension

The person who has been alleged of acts of misconduct may be immediately suspended from all of MDO's activities if the Executive Board Members deem that:

- the health and safety of MDO's community may be at risk or
- the individual's continued participation in MDO's activities (of those involved in the investigation) may hinder an (the) investigation taking place.
- the individual making the complaint and/or person alleged of misconduct are unsafe.

A suspension can be a precautionary measure only, pending the outcome of investigative proceedings, and is not a punishment in itself unless specified as such.

Any form of suspension will be confirmed in writing.

Upon temporary suspension, a person is required to be available to attend meetings and respond to requests under this procedure.

Mood Disorders Ottawa

Process of Formal Corrective Procedure

Investigation

An investigation will be initiated to confirm the facts of the Complaint Report if these are not already known.

All of the people involved in the complaint may be interviewed by the Chair or Co Chair or an Executive Board member assigned by the Chair or Co Chair.

The Chair or Co Chair may inform and / or involve the Police and / or any other relevant statutory bodies where required at the appropriate point of the formal corrective procedure.

Investigative meeting

- The person who allegedly committed a misconduct and any individuals named in the Complaint Report will separately be requested to attend an investigation meeting with an Executive Board Member. When investigating serious allegations, it is preferred to have 2 Executive Board Members present if possible.
- All parties must prioritize these meetings by making themselves available at their earliest convenience and no later than one week after the complaint is received.
- Each person will be given an opportunity to fully explain their side of the story and respond to the allegations.
- The person making the complaint and any people named in the complaint who are being investigated may request to have another individual of their choice attend the meeting after receiving approval from The Chair or Co Chair. The Chair or Co Chair will make this determination based on the appropriateness of the circumstances. If a companion is allowed, The Chair or Co Chair will provide guidance as to this person's involvement during the meeting.
- If reasonable steps to attend the meeting are not taken by any of the individuals asked to be present, the meeting may continue in their absence.
- Prior to making a decision, all facts gathered from investigative meetings will be considered along with all relevant information.
- Once the Executive Board Members are satisfied that enough information has been gathered to make a decision they will vote by giving their approval on any actions to be taken. A majority vote is required to follow through with any recommended actions.
- Any person named in the alleged complaint that requires follow up on any recommendations will be notified in writing within 7 days of the Executive Board Members decisions.

Possible Decisions and Recommended Corrective Actions

Formal warnings

Depending on the severity and circumstances of the situation, the Executive Board Members may apply a Formal Warning for misconduct.

Mood Disorders Ottawa

The warning issued will state the nature of the problem, and if appropriate, the corrective measures and timeline to achieving them. It will also confirm that further corrective action will follow if the problem is not satisfactorily rectified or there is further misconduct.

Being under an active warning means that if you commit further misconduct of a non-serious or serious nature, MDO will take the current warning into account when deciding what further action to take.

Once the warning has expired by the individual taking corrective action within the timeline suggested, it will not necessarily be taken into account for further disciplinary purposes but formal warnings will remain on file with MDO and stored with all Complaint Reports.

In cases where it is concluded that serious misconduct has taken place, the Executive Board Members may suspend the person for a determined period of time from all of MDO's activities.

The decision will be provided in writing, setting out the nature of the misconduct that led to the suspension and the right to appeal the decision.

Documentation

Following the completion of a corrective action investigation including all meetings related to the issue, all documents and letters relating to it will be stored confidentially within MDO along with the Complaint Report.

Appeal Process

You have a right to appeal any formal action.

The right to appeal must be exercised within 30 days of receiving a written decision from the Executive Board Members. The appeal must state the grounds on which it is made and be in writing addressed to the Chair or the Co Chair of the Board of Directors.

An appeal must provide new facts that weren't available at the time the decision was made by the Executive Board Members or describe a misrepresentation of facts used by the Executive Board Members to make a decision.

After the Chair or Co Chair receives the written appeal, the Chair or Co Chair will present the appeal at the next scheduled board meeting and a majority vote of the board will decide to uphold the decision or revise the recommended actions and specify what this is.

The decision of the appeal to the entire MDO board shall be final.

Additional source: MDO Code of conduct, MDO Constitution

Mood Disorders Ottawa

MOOD DISORDERS OTTAWA – COMPLAINT REPORT

As a volunteer peer-run organization, Mood Disorders Ottawa is continually attempting to improve the quality of programs, events and activities that are offered to members and the public at large. Filling out a complaint report will allow MDO to become aware of any issues needing to be resolved in an effort to strive for excellence.

Rest assured MDO is committed to address each of these reports with the utmost respect and compassion it deserves. The goal is to make everyone who comes forward feel safe and secure throughout the entire process. Confidentiality is important and only those involved in the steps for corrective action will have access to the necessary information required to find a satisfactory solution.

MDO praises and thanks you for the courage it takes to come forward and share any concerns you may have. Your effort will assist MDO to grow and prosper while ensuring the experience of all those involved with MDO is a positive one!

Your name:

Are you reporting this incident for yourself or for someone else? (mark with an X)

Myself _____

Someone else _____

If you are filling out this report on behalf of someone else, what is their full name and contact information?

If you are filling out this report on behalf of someone else, are they aware that you are doing so? (mark with an X)

Yes _____

No _____

Mood Disorders Ottawa

Please describe in as much detail as possible the event(s) that you are reporting. When and where did the incident occur? For example, the date(s), during which program/event, name of the location, witnesses, etc. (Additional pages can be added to this document).

Contact information:

Please provide your contact information for follow up or if further details are required.

Email:

Phone number:

What is the best way to reach you?(mark with an X)

Email _____
 Phone _____
 Both, email and phone _____

Can we leave you a voicemail if you are not available to answer our call? (mark with an X)

Yes _____
 No _____

Mood Disorders Ottawa

Office Use Only:

Received (date)

Steps to achieve corrective action:

Final corrective action:

Other Comments: