

<b>Internal Complaint and Resolution Process (ICRP) Policy</b>	Policy Number: PA-302
Last Reviewed: 2019/09/01	Next Review: 2020/09/01

**Purpose:** In order to minimize the negative implications of conflict within the workplace, an effective and efficient system for managing such conflicts must be implemented when employees submit a formal complaint. Pinnguaq Association aims to implement an Internal Complaint and Resolution Process (ICRP) to resolve conflict when a formal complaint is filed to ensure the overall well-being of the organization and its employees.

**Policy Statement:** In situations of conflict within Pinnguaq Association including (but not limited to): forms of violence, forms of harassment, whistleblowing concerns, etc. Pinnguaq Association will initiate its Internal Complaint Resolution Process when complaint is formally filled.

**Internal Complaint and Resolution Process (ICRP):**

1. Employee reports complaint for Human Resource Manager at the earliest possible time after the incident has occurred. In addition to in-person disclosure of incident to the Human Resource Manager, there are two alternative avenues for communicating the incident:
  - a. email to designated Human Resource Manager account
  - b. Submission of written report to Human Resource Manager
2. Human Resource Manager will immediately begin investigate to conflict upon party filing written complainant.
  - a. NOTE: Any case of illegal activity the Human Resource Manager will contact the proper authorities.
  - b. Human Resource Manager will investigate claim, review concerns, conducting a documented interview with both parties involved, and any witnesses who observed the complaint within 7 days of filed complaint.
  - c. Human Resource Manager will propose a resolution within 7 days of filed complaint.
  - d. Human Resource Manager will communicate verbally and in writing the decided resolution to conflict parties ithin 7 days of filed complaint.
3. If conflict party is not satisfied with the result of the resolution, the incident with will then be reviewed by the Executive Director, or Board of Directors.

- a. Executive Director, or Board of Directors will review the complaint and determine resolution within 7 days of re-submission of complaint.
  - b. Executive Director, or Board of Directors will will communicate verbally and in writing the decided resolution to conflict parties ithin 7 days of filed complaint.
4. If conflict parties are still opposed to suggested resolution, Pinnguaq will seek assistance from third-party of mediation or arbitration professional.
5. Until the complaint is resolved, the complainer will not be asked to work with the complaineer.  
**Note:** if the employee is uncomfortable to file initial report an incident to the Human Resource Manager, they may report to their own manager, or the Executive Director.