

## LAC LA BICHE COUNTY PROCEDURE

TITLE: Employee Advocacy Standard Operating Procedure      PROCEDURE NO: CS-03-015-06

SPECIAL NOTES/CROSS REFERENCE: POLICY CS-03-015      AMENDMENT DATE:

### 1.0 Definitions

Complainant: means a person who makes a report of a workplace issue.

Workplace Issues: include any dissatisfaction regarding conditions of employment or tangible job actions, including:

- Wages
- Working conditions
- Interpersonal issues
- The administration of municipal policies
- Perceived or actual unfair or inequitable treatment
- Disciplinary matters

Respondent: means an employee who is affected by a report of a workplace issue.

### 2.0 General Guidelines

Employees are encouraged to discuss with their supervisor any concerns with workplace issues.

Allegations of wrongdoing should be dealt with pursuant to the provisions of Lac La Biche County's Whistle Blowing SOP. Allegations of workplace harassment (including harassment based on sex or race, for example) should be dealt with pursuant to the provisions of Lac La Biche County's Anti-Harassment SOP.

### 3.0 Confidentiality

The County will ensure, to the extent permitted by law and in accordance with this procedure, that all reports of workplace issues are treated in a confidential manner.

### 4.0 Prohibition against Retaliation

The intention of this procedure is to ensure that employees can raise legitimate concerns about workplace issues in a safe and secure manner. If an employee makes a complaint about a workplace issue in good faith, he or she shall not be subject to any form or penalty, retaliation, or reprisal. All employees are prohibited from penalizing or retaliating against such an employee.

However, if an employee complains about a workplace issue maliciously, in bad faith, or with an ulterior motive (including with the intention to harm any individual or the County), he or she may be subject to disciplinary action as outlined in Progressive Discipline SOP.

## 5.0 Responsibilities

### 5.1 Employees

To resolve a workplace issue, employees are encouraged to take the following steps, in the following order:

- If the workplace issue involves interpersonal conflict with another employee, the complainant should make efforts to resolve the matter informally through respectful discussion;
- The complainant should review the County's SOP's and policies to determine whether the workplace issue is addressed therein;
- The complainant should speak with his or her supervisor;
- The complainant should speak with the Manager of Human Resources. The Manager of Human Resources will document the conversation.

If the workplace issue is not solved through this process, the Employee may file a written complaint with the Manager of Human Resources.

### 5.2 Supervisors

Supervisors will take all appropriate steps and address concerns about workplace issues. Supervisors should, upon learning about a workplace issue, assist the Complainant in addressing his or her concerns. Where appropriate, the Supervisor should direct the Complainant to the Whistle Blowing SOP or the Workplace Harassment SOP.

## 6.0 Investigations

Where a written complaint is filed with the Manager of Human Resources, this Manager shall review the complaint and determine what steps ought to be taken in the circumstance. The Manager of Human Resources may proceed to conduct an investigation of the complaint, including conducting interviews or gathering relevant information and may seek the advice of legal counsel. The Manager of Human Resources may also reference the Progressive Discipline Policy and SOP when conducting the investigation.

The Manager of Human Resources shall make a decision with respect to the written complaint and shall notify the Complainant and any affected parties of the decision.

## 7.0 Follow Up

The Manager of Human Resources may, in appropriate circumstances, request that a complainant complete a Post-Complaint Questionnaire.

“Original Signed”  
Chief Administrative Officer

November 8, 2013  
Date