



Hastings Centre Rockhounds

Vancouver Lapidary

Complaint Resolution Procedure

Welcome to the Hastings Centre Rockhounds. We would like our club to be a safe, friendly place where we all speak and act with respect and kindness. In the *"Respect in Our Club" Orientation Pamphlet*, there is a "Communication 101" course. However, this Procedure is meant to support you if:

- You have been unable to resolve a situation where you feel uncomfortable or unsafe in any way.
- If the situation has escalated or has become ongoing.

This procedure was developed in reference to the *Hastings Centre Rockhounds Constitution and Bylaws* as set out in Bylaw lines #9 and #27.

Complaint Resolution Procedure

1. Ask one of the four Executive Officers for help in resolving the situation.
2. If the problem is a disagreement or misunderstanding, the Executive Officer you have chosen will attempt to resolve your complaint consensually. The Executive Officer will record the complaint, all information from you and any witnesses, and any resolutions in the "Complaints and Resolutions" Binder. You will leave an initial agreeing that the record is correct. If it doesn't work, you have the option of asking for the formation of a Complaint Resolution Committee.
3. A Special Complaints Resolution Committee consists of 5 members:
 - a. 2 of which are from the Executive Committee.
 - i. The Executive Officers: President, Vice President, Treasurer, and Secretary are not allowed to sit on this committee.
 - b. The other three members of this committee shall be randomly drawn from a pool of at least ten members with a minimum of 3 years of membership in the club and who are seen by both parties to be impartial.
4. If you have a more serious complaint that may be deemed disrespectful, as stipulated in the "City of Vancouver's Respectful Workplace Policy," give your written complaint to an Executive Officer of your choice. Your chosen Executive Officer will, within two weeks,

call for the formation of a Special Complaints Resolution Committee. As above, all information regarding the process will be recorded in the "Complaints and Resolutions" Binder and initialled by you.

5. This Special Complaints Resolution Committee will:
 - a. Hear all the evidence;
 - b. Call for witnesses;
 - c. Deliberate; and
 - d. Decide on how best to resolve the disagreement, conflict, or ongoing situation.
6. The resolution could range from:
 - a. An apology; and or
 - b. Disciplinary action such as:
 - i. A reprimand;
 - ii. Suspension; or
 - iii. Expulsion from the club.

We all have a part to play in making our club a fun and rewarding place to learn about, work with, and talk about rocks, gems, and other fascinating materials. Let's do it together.