SIB DEPARTMENTS & BUILDINGS

Administration, Finance, Lands and Human Resources 604.885.2273

Education, Language and Culture, 604.885.6016

Tem swiya Museum

604.885.6012

Mom ay mon Childcare Center

604.885.5044

Health & Social Development and

Housing 604.885.9404

Public Works 604.885.7091

Community Hall 604.885.7013

Resource Management

604.740.5600

Right & Title/Land Claims

604.740.5600

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P.O Box 740, Sechelt B.C. V0N 3A0 5555 Hwy 101 Sunshine Coast B.C.

Ph: 604.885.2273

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A Guide For Community Member's Complaint Resolution

Mission Statement:

To govern responsibly for the betterment of the whole community.

Vision Statement:

A united self-reliant prosperous Nation, healthy in mind, body and spirit.



Complaints Regarding Conduct/Behaviour of Employee or Volunteers

Steps to Resolving Complaint

About an Employee:

- 1. Employee (verbally)
- 2. Supervisor (in writing)
- 3. Director (in writing)
- 4. CAO (in writing)

About a Supervisor:

- 1. Supervisor (verbally)
- 2. Director (in writing)
- 3. CAO (in writing)

About a Director:

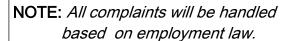
- 1. Director (verbally)
- 2. CAO (in writing)

About the CAO:

- 1. CAO (verbally)
- 2. Chief (in writing)

About a Volunteer:

- 1. Volunteer (verbally)
- 2. Supervisor (in writing)
- 3. Director (in writing)
- 4. CAO (in writing)



DEALING WITH PROBLEMS

1. STEP ONE

You take the initiative to politely discuss the problem with the person involved. Problems are often solved here

.....IF NOT RESOLVED

2. STEP TWO

You present the concern in writing to the employee's supervisor. The employee's supervisor will share the written concern with the employee and request the employee to respond in writing. The supervisor will acknowledge the receipt of complain I writing and final decision.

.....IF NOT RESOLVED

3. STEP THREE

The supervisor will refer the concern to the employee's Departmental Director. The Director may contact you to clarify the issue. The Director will review the complaint, the supervisors response and the employee's response before responding to you in writing within seven (7) days of the Director receiving the concern.

.....IF NOT RESOLVED

4. STEP FOUR

The Departmental Director will forward the concern to the CAO, who will review and make a final decision or recommendation to Council.

Council will only address matters where policy has been breached. Staff complaints regarding community member behavior will be addressed according to employment law by the CAO.