

## 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



### shíshálh Nation (Sechelt Indian Band) [www.secheltnation.ca](http://www.secheltnation.ca)

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shíshálh Nation



### 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)

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**NOTE:** *All complaints will be handled  
based on employment law.*

## ***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 complaint in 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 supervisor's 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.

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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.