

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



shísháhlh Nation
(Sechelt Indian Band)
www.secheltnation.ca

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

Ph: 604.885.2273

Fax: 604.885.3490

Toll free: 1.866.885.2275

www.secheltnation.ca



shísháhlh 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 SOLVED**



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 SOLVED**

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 SOLVED**

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.