

POLICY NUMBER 2013-02-01
POLICY ON COMPLAINTS
UNIVERSITY OF TORONTO ENGINEERING SOCIETY

ADOPTED: October 26, 2013
LAST REVISED: September 2, 2016



POLICY ON COMPLAINTS

0. General

- 0.1. Purpose:
- 0.2. Overview: It is a requirement under the University of Toronto Policy for Compulsory Non-Academic Incidental Fees that organizations receiving such fees have and adhere to an internal process for addressing complaints. Further, the existence and continual refinement of such a process is an organizational best practice that is in the interest of facilitating member participation in the Society.
- 0.3. The definition of a complaint to which this policy applies is any allegation that an Officer, Project Director, Board Director, employee or any person acting in their official capacity with respect to the Society:
 - a. Acted in breach of the Society's Constitution and bylaws, University policy, or law; or
 - b. Administered the Society's Constitution, bylaws, policies or procedures in a fashion that was clearly unfair or discriminatory; or
 - c. Acted negligently, in bad faith or in breach of their duties; or
 - d. Acted in a fashion that they knew or ought to have known would be considered egregiously wrong by their peers.

1. Components of a Complaint

- 1.1. A complaint will be considered complete if it contains the following:
 - a. The date or approximate date of the alleged action or actions; and
 - b. The name and office of the subject of the complaint, and the reason that the complainant believes that the subject was acting on behalf of the Society at the time; and
 - c. Sufficient detail for a reasonable person, with full access to the Society's documents, to ascertain the factual accuracy of the allegation.
- 1.2. Complaints may be submitted anonymously, so long as the identity of the complainant is not germane to the complaint itself.

2. Submission of Complaints

- 2.1. Complaints concerning the conduct of Board Directors, administration of the Board and its procedures and business shall be submitted to the Chair of the Board, except where the subject of the complaint is the Chair themselves. In such cases the complaint will be submitted to the Ombudsperson.
- 2.2. The Ombudsperson shall receive all other complaints.
- 2.3. In the absence or unavailability of the Ombudsperson, the President shall carry out all of their functions.
- 2.4. Complaints may be submitted in person by mail to the Society's registered address or by email to the appropriate person.

3. Acknowledgement of Complaints

- 3.1. The receipt of a complaint shall be immediately acknowledged.



- 3.2. Within seven days, the designated person shall advise the complainant whether they believe the complaint is complete or not.
- 3.3. If the complaint is incomplete, the complainant shall be given a reasonable amount of time to make it complete.

4. Investigation of Complaints

- 4.1. Upon determining that a complaint is complete, the designated person shall immediately take steps to ascertain whether the complaint has merit under Section 0.3.
- 4.2. All persons holding any office of the Society shall cooperate in the investigation of complaints to the fullest extent that is reasonably possible.
- 4.3. If the designated person finds merit to any allegation that criminal activity has occurred, they shall immediately advise Campus Police or other law enforcement agencies as appropriate.

5. Response to Complaints

- 5.1. The designated person shall respond to all complete complaints in writing no more than one month after acknowledging the complaint's completeness.
- 5.2. Responses shall clearly state why the designated person found or did not find merit to the substance of the complaint and include any supplementary information used in the determination of such.
- 5.3. Where appropriate, responses should recommend a remedy to the substance of the complaint.
- 5.4. Complaints shall be kept confidential unless confidentiality is waived by the complainant.
- 5.5. The designated person shall report to the Board of Directors on the nature and disposal of complaints to whatever extent is possible within Section 5.4.
- 5.6. A summary of complaints received and how they were disposed of shall be posted publicly, subject to Section 5.4.

6. Appeal

- 6.1. A complainant may appeal the determination of the designated person to the Board of Directors.
- 6.2. Appeals under Section 6.1 should be considered by special resolution at an in camera session.
- 6.3. There shall be no appeal beyond the Board of Directors.



APPENDIX

The following changes were made from the previous version (Revised on September 2, 2016):

1. Amended per July 2016 BoD decision.