

Appendix 4 – Complaint Procedure

Any individual who has reasonable grounds to believe that a Member has contravened the By-law requirements may choose to pursue the concern(s) through the Informal Complaint Procedure or Formal Complaint Procedure as detailed below.

Individuals are encouraged to address their concerns directly with the Member using the Informal Complaint Procedure; however, it is not a prerequisite for pursuing the Formal Complaint Procedure.

1. Informal Complaint Procedure

- i. Document the incident(s) where the Member may have contravened requirements, including dates, times, locations, other persons present, and any other relevant information;
- ii. Directly advise the Member that the behaviour or activity appears to be a contravention;
- iii. Identify to the Member the specific provision(s) of the By-law that may have been contravened;
- iv. Encourage the Member to acknowledge and agree to stop the behaviour or activity and to refrain from future occurrences;
- v. Consider the need to pursue the matter as a Formal Complaint

2. Formal Complaint Procedure

- x. A Complaint shall be in writing on the prescribed Formal Complaint Form available on the GRCA's website and shall be dated and signed by an identifiable individual.
- xi. A Complaint must set out reasonable grounds for the allegation(s) that the Member has contravened the By-law and set out the evidence in support of the allegation(s)
- xii. The Complaint must be marked confidential and submitted by hard copy or email to:
ADR CHAMBERS
Attention: Office of the Integrity Commissioner
2001 Sheppard Ave.E. #200
North York ON M2J 4Z8
Email: integrity@ADR.ca
- xiii. Upon receipt of the Complaint, ADR Chambers will notify the Deputy CAO/Secretary-Treasurer or designate, who shall advise the Chair.
- xiv. The Investigator may dispense with a requirement under this section where an accommodation under the *Ontario Human Rights Code* is required or it is in the interests of fairness to do so.

3. Limitation Period

Complaints about alleged events that occurred more than six (6) weeks before the date of the filing of the Complaint will not be investigated.

4. Investigation

The investigator may proceed as follows, except where they have determined that they have a full factual record and believe that no additional information is required, or where they have not otherwise terminated the investigation:

- i. Provide the Member(s) with a copy of the Complaint, which shall not disclose the identity of the complainant or the identity of any witnesses set out in the Complaint or persons that