

## Complaint Resolution Process

Complainant files a complaint form with the CAO\* within 30 days (90 days in cases of alleged sexual harassment) of the alleged violation.

\*CAO or a designate

CAO forwards completed form to the intake reviewer within seven days of receipt. At the same time, the CAO notifies the respondent and provides them with a copy of the municipality's code of conduct and the completed complaint form.

#1 council meeting

Intake reviewer provides CAO and the parties to the complaint with a written decision (including next steps) within 14 days from when the complaint form was filed with the CAO. CAO informs council of the decision at the next council meeting, during a closed (in camera) meeting.

Intake reviewer dismisses complaint.

Intake reviewer accepts complaint.

Council affirms the decision.  
No sanctions imposed.  
Process ends.

Council reviews and votes on intake reviewer's decision to dismiss the complaint.

Council votes to allow the complaint to proceed.

Mediation succeeds.  
Process ends.

Complainant and respondent indicate whether they agree to proceed to mediation and if so, on a short-list of mutually accepted third-party mediators. CAO selects a mediator based on availability.

#1 or #2 council meeting

Mediation is not tried or is unsuccessful. The parties to the complaint agree on whether a committee of council (one or two members) OR a designated third-party will investigate the complaint.  
\* If either the complainant or the respondent want a third-party to investigate, a third-party must be selected.

The complaint is investigated, and the CAO and parties to the complaint are provided with a copy of the investigation report for review.

#2 or #3 council meeting

Council reviews investigation report and recommended sanction(s) at the next council meeting (or sooner at a special meeting) during a closed (in camera) meeting. Council must review the report and vote on sanctions at the same meeting (the resolution cannot be tabled).

No sanctions imposed.  
Process ends.

Council votes to impose sanctions.  
Process ends.