



Grievance Procedure

Complaints against members and management of MV Cape Don Society

In the event a member believes that he/she has been discriminated against or that the Society's Rules and procedures and policies have not been followed properly or feels that any action has been directed against him or her because of a verbal or physical conduct which, because of its severity and/or persistence has created a hostile or intimidating environment and has detrimentally affected an individual's performance or education, the member has the option of resolving the matter informally or immediately filing a formal grievance.

Informal Procedure

To resolve the matter informally, the member should first meet with the President of the Society to see if the matter can be resolved.

If the matter remains unresolved, the member may file a formal complaint.

Formal Procedure

A member who wishes to file a formal grievance may do so in writing to the President of the Society.

The written complaint must be lodged within 30 calendar days after the alleged incident or violation. The complaint shall contain the name and address of the person filing it and a brief description of the alleged event. The complaint should specify the date(s) of any alleged event.

The President shall convene a Committee meeting within two weeks of receiving the complaint unless prohibited by unusual circumstances; if this is the case, the complaint shall be considered at the next available Committee meeting.

The Committee shall hear testimony or receive written testimony from the complainant and shall seek to receive further evidence and information from other relevant persons or other knowledgeable people. The complainant shall have the right to ask for testimony from any member whom he or she deems relevant to the case.

This procedure anticipates informal but thorough investigations, affording an interested person and their representative notice and an opportunity to be heard and to submit evidence relevant to the complaint. Since the purpose of the investigation is to determine the facts surrounding the grievance and find a resolution, communication with those named in the grievance is essential. Complete statements of facts and response to concerns outlined in the grievance will be sought from all persons with relevant information.

After hearing testimony and/or reviewing pertinent documents, the Committee shall report its conclusions in writing to the complainant and all other relevant parties within five working days. The decision of the Committee is final.



A member who makes use of the grievance procedure shall not be retaliated against for doing so. A member may choose another member or parent (in case of younger member) to accompany him/her through the steps of the procedure.

If a member or volunteer is determined to have engaged in harassment activities, remedies may include an oral or written reprimand, suspension of membership, membership revocation, or other action. Also, changes in policy or reconsideration of actions may be initiated. This list is by no means exhaustive.

Appeal to the Board of the Sea Heritage Foundation

If, after going through the formal process, a member still feels that a grievance has not been resolved to his or her satisfaction, he or she may appeal the outcome to the Board of the Sea Heritage Foundation.

Such an appeal shall be in writing and signed by the member. The Board shall make a determination on the appeal and inform the member in writing of that determination.

If the grievance is in regards to the actions of the President of the Society, the complaint shall be lodged with the President of the Sea Heritage Foundation for its consideration and determination.

MV Cape Don Society Inc.
31 October 2009