

Respectful workplace complaints, harassment complaints and other workplace conflicts have become more complex and difficult in recent years. The following information is intended to give nurses information about what to expect when working through the complaint process and provide clarity about the role of each of the parties. **The goal for everyone involved must be to achieve a sustainable resolution that contributes to a safe and productive workplace.**

The Role of the Employer

- To create a Harassment Prevention Policy in accordance with the Workplace Safety and Health Regulations. The policy must be posted and must provide information on the following procedures:
 - How to make a harassment complaint
 - How a complaint will be investigated
 - How the complainant and respondent will be informed of the outcome of the investigation
- To investigate complaints that are brought to their attention. Individual policies dictate the process of investigation. The employer may elect to conduct an investigation in-house or select an external investigator. The Union will often recommend that employers avoid the appearance of bias by hiring an external investigator however, they are not required to do so.
- Regardless of the process in each policy, the employer must ensure that a thorough investigation was completed and that the outcome is fair and reasonable. This must be done as expeditiously as possible.

The Role of the MNU Member

- To be familiar with the policy and follow the employer's complaint process including reporting the harassment and maintaining confidentiality throughout the process.
- To participate in achieving a resolution through mediation, negotiation or any other resolution mechanism.
- To seek guidance and support in their employment situation from the union and to seek other support from their personal support system. (ie: EAP, friends and family)
- To request assistance and support from the Union and from the employer before the situation escalates to a formal complaint.