



### **Formal Grievance Process and Reporting Form**

1. Please complete the form and submit to the Executive Director or Program Manager (Alliston).
2. Upon receipt of the complaint the Executive Director/Program Manager or designate will inform the individual or individuals in writing that the complaint has been received.
3. Within three working days of receiving the complaint the Executive Director/Program Manager, or designate will review the complaint and determine the necessary steps to be taken to address the complaint.
4. When appropriate, the Executive Director shall report the nature of the complaint to the Chair of the Board or their designate.
5. The Executive Director/ Program Manager, or designate will prepare a report outlining the action that will be taken to address the complaint
6. A copy of the report will be given to the individual(s) who submitted the complaint
7. If required or requested a meeting will be arranged with the individual and the Executive Director /Program Manager to address any further concerns.
8. If the complaint cannot be resolved, an ad-hoc committee of the Board will be formed to deal with the complaint (see full Grievance Policy for further information)

## Krasman Centre Grievance Reporting Form

**Please complete the following:**

Date of the occurrence that forms the basis of the complaint:

---

Description of the occurrence that forms the nature of the complaint:

---

---

---

---

---

---

---

---

---

---

Description of the nature of the complaint, including a description of the policy or procedure that was determined to be violated:

---

---

---

---

---

---

---

---

---

---

Detailed description of the actions that are required to resolve the complaint:

---

---

---

---

---

---

---

---

---

---

Date the complaint was submitted: \_\_\_\_\_

Name(s) of the individual(s) submitting the complaint: \_\_\_\_\_

---

(Please feel free to use additional sheets of paper as required)