

Welcome!

CKXU is working hard to improve current policies and procedures surrounding complaints. Outlined below is the procedure that has been drafted. We are seeking input and feedback on how we can best serve our membership and the community through the creation of a procedure that responds to complaints in a timely and professional manner. This draft Complaint Procedure is designed to reference a greater Safe Space policy that is being drafted concurrently, and will be implemented as soon as possible. Please send any feedback to the CKXU Human Resource Committee at complaints@ckxu.com

Complaint Procedure (draft)

CKXU is committed to keeping it's spaces as safe as possible. This means creating an environment where everyone has the right to feel safe and included regardless of *race, colour, ancestry, place of origin, religious beliefs, political views, gender, gender identity, gender expression, sexual orientation, age, physical disability, mental disability, marital status, family status, and source of income. (Alberta Human Rights Act).*

CKXU believes all individuals who come forward with complaints and does not tolerate abusive or discriminatory behaviour. Complaints may be submitted verbally or in written form. If you witness or experience something within the CKXU space or at CKXU events, please alert a member of staff or the board of directors as soon as you feel comfortable to do so. All disclosed information will remain confidential.

The CKXU staff and board of directors reserve the right to revoke station privileges and tools to any person, volunteer, staff, or partner organization who has been accused of abusive or discriminatory behavior towards member(s) of CKXU, or member(s) of the community.

What do I do?

Reach out to the following individuals!

- CKXU's Equity Officer on behalf of the CKXU Human Resources Committee at complaints@ckxu.com
- President at president@ckxu.com
- Executive Director / Station Manager at manager@ckxu.com
- Programming at program@ckxu.com

Please reach out to anyone listed above, or any staff or board member that you feel comfortable filing a complaint with.

Is this an emergency situation?

In the event that you are in an emergency situation that requires immediate action, your safety is number one priority. Please contact emergency services (i.e. [Lethbridge Police Services](#), 911, [University of Lethbridge security](#), Chinook Sexual Assault Centre at 1-844-576-2512).

What happens when I submit a complaint, or reach out about my experience?

You can expect a reply within 48 hours of a CKXU Representative receiving the complaint. From there, whomever has received your complaint will forward it to the CKXU Human Resources Committee for further review. You can expect to hear from the CKXU Human Resources Committee within one week to schedule a meeting date.

If there is a conflict of interest regarding CKXU members sitting on such committee, it will be considered. If identified, the member(s) who is in conflict will be removed from conversations pertaining to the complaint. Your confidentiality will be respected through this entire process.

Please note: We are a very small staff and board of directors, and do not have the human resources to guarantee an immediate response to concerns. Regardless we will address all concerns as quickly as resources allow.

What happens to the offending parties?

The offending parties will receive a letter of warning, and disciplinary action at the discretion of the CKXU Human Resources Committee within 48 hours of receiving the complaint. This includes barring access from station spaces, privileges and events. We are aware that we are located within the University of Lethbridge and we do not have control of other publicly accessible spaces on campus or in the greater community. Within context, if interaction occurs between the individual(s) who have submitted a complaint and the offending parties, this information will be taken into consideration throughout the review of the complaint.

Any individual who in good faith reports a concern, will not be subjected to retaliation or, in the case of an employee, adverse employment circumstances. Moreover, an employee or volunteer who retaliates against someone who has reported a claim in good faith, will be subject to discipline up to and including termination from the volunteer or employment position at the discretion of the Human Resources Committee.

How is confidentiality defined?

Self-identification information to be used for human resource management purposes will be maintain in an inter-departmental inventory and will be treated with the utmost confidentiality. (Federal Canadian Code of Confidentiality).

Information disclosed in a complaint will be shared with the CKXU Human Resources Committee. Further disclosure of information to staff and board members may be shared at the discretion of the Human Resources Committee to facilitate inter-departmental navigation of the

complaint. If you choose to remain anonymous, the self-identifying factors of the complaint will not be shared outside of the Human Resources Committee.

What if I don't want to be known?

Your confidentiality will be respected throughout the complaint process - all CKXU staff and board members have signed confidentiality agreements. The CKXU Human Resources Committee will respect any request for anonymity. With that in mind, we are ill-equipped to respond to or update any individual(s) who submit a fully anonymous complaint without any form of contact information. The CKXU Human Resources Committee will still conduct a review based on the information provided in a completely anonymous complaint, and if we find that improvements are required, the information garnered from the review will be utilized. If you have any questions, comments, or concerns about this complaints process, please forward them to the CKXU Human Resources Committee via complaints@ckxu.com.