



ICTP Complaint - Grievance Policy

Grievance Policy

Purpose

To ensure students and coaches have a clear grievance policy that is fair, supportive, equitable, and accommodating. Grievance procedure is to ensure that any grievance is processed in an expeditious manner.

Definition

Grievance is defined as any difference arising out of the interpretation, application, administration or alleged violation of any policy affecting persons within the Indigenous Coach Training Program community.

Policy Statement

Our organization will ensure students, coach and staff receive the best experience and that each individual behaviour will be conducted in a manner that reflects the labour and human rights legislation in British Columbia.

Note that a grievance is a term with legal meaning, whereas a complaint is not. For a grievance to be placed, the individual's experience must have been adversely affected by the matter being grieved. A complaint may result from any condition of student, faculty and staff experience that Seabird College feels is unjust or inequitable. An earnest effort shall be made to settle grievances fairly and promptly in the manner hereinafter described.

Responsibilities

Participant Responsibilities:

A grievance will be initiated with the ICTP Director of Education and Seabird College Director of Education within seven calendar days from the day the incident comes to the attention of the facilitator. A complaint may be lodged at any time. The student will contact the Director(s) in writing for resolution of the grievance

Faculty and Staff Responsibilities:

Decisions involving corrective action of a facilitator/contractor/coach/mentor may be reviewed for appropriateness. If corrective action is taken, the affected person shall be informed of the procedures for expressing their concern or grievance

All Parties Responsibilities:

Compliance with the procedures is mandatory. The griever shall be present at each step of the grievance procedure to present their case. If the Indigenous Coach Training Program fails to comply with the procedures, the grievance may be processed to the next step by the griever. If the griever fails to comply with the procedures, the grievance shall be considered abandoned.



An abandoned grievance will not prejudice faculty, participants or staff in any future grievance of a similar nature.

The time limits set out for the processing of grievances shall be adhered to except in the case of mutual agreement, in writing, to alter the time limits. Failure of the grievor to act within the prescribed time limits shall cause the grievance to end. Additionally, failure of the Directors to act within the prescribed time limits shall permit advancement.

References

Canadian Human Rights Commission

Procedures

A grievance must be presented in writing with full detail. Participants and faculty experiencing problems may contact the ICTP Director of Education and the Seabird College Director of Education for resolution of the problem. The grievance shall be in writing and must include a statement of the following:

1. The name(s) of the aggrieved;
2. The nature of the grievance and the circumstances out of which it arose
3. The remedy or correction the student, staff or faculty is asked to make.
4. Upon receipt of a written grievance, the Directors of Education will respond in writing to the greiver within seven working days.
5. If the student is not satisfied with the response from the Directors of Education, the student may appeal directly to the Program Director in writing for resolution of the grievance. The decision of the Program Director must be returned in writing within thirty working days.

If the grievance remains unresolved, students, staff and faculty may forward the grievance to the Canadian Human Rights Commission within fourteen (14) days of the Program Director decision. The grievance must be in writing, and it must set out the nature of the grievance and the remedy sought and it must include reasons for dissatisfaction with the process to date. The Canadian Human Rights Commission's decision will be considered final.

Should you find that you have concerns or issues during your training, we encourage you to contact the faculty right away. We invite an environment of open communication and will make time to speak with you as soon as possible. If you prefer to speak with our Program Director, you may contact Michelle DeGroot at michelle@michelledegroot.ca.

Please know that the ICF takes complaints regarding Accredited Coach Education providers very seriously. You can contact them directly at <https://coachingfederation.org/coaching-education/accreditation-complaints>