

Research St. Joseph's – Hamilton (RSJ-H)		<b>Pages</b> 1 of 2	<b>Number</b> 001-RSJ-H
<b>Policy Title</b> Support & Follow St. Joseph's Healthcare Hamilton Policies		<b>Date</b> 14 September 2017	
<b>Supersedes</b> New policy	<b>Cross Reference</b>	<b>Issuing Authority</b> RSJ-H Scientific Director	
<input checked="" type="checkbox"/> Charlton Campus	<input checked="" type="checkbox"/> West 5th Campus	<input checked="" type="checkbox"/> King Campus	

*Position responsible for developing and maintaining the policy: Scientific Director, RSJ-H*

## 1.0 PURPOSE AND GOALS DESCRIPTION

St. Joseph's Healthcare Hamilton is the physical location of the Research Institute of St. Joe's and provides the Research Institute Human Resources and Occupational Health and Safety services. Therefore we support and follow SJHH policies. In some cases St. Joe's policies are difficult to translate to the research community due to a very different management structure. This policy will provide guidance should you find yourself in a position that requires a different approach.

Policies specific to the research community have been developed and can be found on our website [www.research.stjoes.ca/research-administration/policies](http://www.research.stjoes.ca/research-administration/policies)

## 2.0 POLICY

It is the policy of Research St. Joseph's – Hamilton to follow Administrative, Human Resource, Occupational Health and Safety and any other relevant policies of St. Joseph's Healthcare Hamilton (SJHH). If the SJHH policy has a process for escalation it may be more effective to follow the process outlined in this policy.

## 3.0 PROCESS

- a) If comfortable doing so the employee should discuss the situation with their supervisor.
- b) If this is not possible the employee can speak to the Executive Director or a Labour Relations representative from Human Resources.
- c) Human Resources and the Executive Director will review the situation to determine if the situation requires representation from McMaster.

### 3.1 Investigation – Should the situation be a complaint

An individual who wishes to make a complaint must do so in writing. The document must be presented to their supervisor, a Labour Relations representative or the Executive Director. If the situation involves professional staff the form can be given to Head of Service, Chief of Service or directly to the Chief of Staff Office.

### 3.2 Confidentiality

These policies are for internal use only at **SJHH** and are **CONTROLLED** documents as are all management system files on the intranet. Any documents appearing in paper form are not controlled and should **ALWAYS** be checked against the intranet version (electronic version) prior to use

All information about complaints is confidential. People who are involved in any way must not disclose to anyone the information/details of the issue.

### **3.3 Review**

Should either party to the situation not be satisfied with the investigation findings and wish to have the finding reviewed, they must inform the Scientific Director, VP Research within 10 calendar days of the findings that they intend to request a review. The request for review must include a statement of the reasons why the findings of the investigation were not reasonable and should be reconsidered.

### **3.4 Reprisal**

Persons who report a complaint as well as anyone else involved, should not face any negative consequences for taking part in the process. The Human Rights Code and Occupational Health and Safety Act protection from reprisal covers:

- Complainants;
- Witnesses;
- Advisors;
- Representatives of Complainants and witnesses;
- Investigators; and
- Decision makers/management

## **4.0 DOCUMENTATION**

Any formal complaint requires a written statement.

Any request to review finding requires a written statement/request.