Complaint Process – Notifications to Complainant & Respondent

Review of Complaint

- IO reviews to determine, in consultation with CR, whether complaint falls within scope of Policy.

Notification to Complainant & Meeting with IO

- If deemed within scope, IO acknowledges complaint in writing, and schedules meeting with complainant to review resolution options under Policy.
- If deemed not within scope, complainant is notified accordingly.

Within 5 business days following receipt of complaint

Notification to Respondent & Meeting with IO

- IO provides written notification of complaint to respondent, including name of complainant.
- IO schedules meeting with respondent to review complaint and outline resolution option selected by complainant.

Within 5 business days following meeting with complainant

Complaint Process – Other Notifications

Notification to Speaker

- IO notifies Speaker complaint has been filed.
- Speaker provided with **name of complainant and respondent only** (no other details of complaint).

Within 5 days of initial notification to comp. & resp.

Other Notifications

- Speaker notifies the following complaint has been filed.
- Provided with **name of complainant and respondent only** (no other details of complaint).

Within 5 days of notification from IO

For complainant (if another MHA)	For complainant (if employee of Leg. Branch)	For complainant (if employee of Exec. Branch)	For respondent MHA
• Leader of caucus to which complainant is affiliated, if applicable. • If complainant is Leader of Caucus, notification is given to caucus House Leader.	• Clerk of HOA	• Clerk of Executive Council	• Leader of caucus to which respondent MHA affiliated. • If respondent is Leader of Caucus, notification is given to caucus House Leader.

OR   OR   &