



Kingston Horticultural Society

KHS Complaints Policy and Procedure

All KHS Board Members, upon election or appointment to the Board, swear an Oath of Office based on its Code of Conduct, which details expectations regarding behaviours while serving on the Board. If a Board Member is alleged to be in violation of the Code of Conduct, a complaint can be made against them either by the person directly affected, or by anyone who witnesses the violation. This is not limited to interactions between Board Members, but can also apply to any interaction where a Board Member is acting as a representative of the KHS, e.g., with a member of the public at a KHS event. This document details the steps that will be taken to resolve the situation.

Guiding Principles:

- Complaints should be dealt with promptly and resolved as quickly as possible, as unresolved conflict can lead to a stressful, and in the worst cases, a poisoned environment.
- Review of complaints is fair, impartial, and respectful to all parties.
- Review of complaints is confidential.
- Clear and understandable reasons will be provided regarding decisions.
- Complainants are advised of their options to escalate their complaints if they are dissatisfied with treatment or outcome.
- If needed, The OHA District 3 Director can be called upon, to conduct a review of the situation and attempt to find a resolution and report back to the Board and the Complainant.
- Complaints may be used to assist with improving policies and procedures.

Complaint Procedure

- Initially, the complainant (if they feel safe to do so) is encouraged to speak to the alleged offender, and, where appropriate, try to resolve the issue themselves.
- If an informal resolution cannot be reached, then a formal complaint should be made in writing to the OHA District 3 Director.
- The complaint should be documented, and include details:
 - What happened – a description of events or situation
 - When did it happen – dates and times of the event or incident
 - Where it happened
 - Who saw it happen – the names of any witnesses, if they are agreeable.
- Acknowledgement of receipt of the complaint will be made in a reasonable time frame.
- Once the complaint has been received by the D3 Director, they will conduct an independent review and make recommendations.
- The D3 Director will attempt to reach an appropriate resolution.
- If the offender recognizes there is a problem, a probationary period may be established, depending on the severity of the complaint. For example.
 - The board member is disruptive but apologizes and can be made to understand that behaviour is not acceptable: probationary period of...3 months
 - Board member is disruptive and is rude to others, ...asked to withdraw for 6 months, with possibility of reinstatement.
- If a satisfactory resolution cannot be reached, or if the breach is severe, and/or there is a persistent pattern of breaches that the offender does not recognize or correct, this will be reported to the Board, and the offender will then be asked to resign immediately from the KHS board.
- If the Board member refuses to resign, the matter will be forwarded to the OHA District 3 Director for further direction.