



Grievance Policy

This policy is intended to ensure that grievances are dealt with properly and that all grievances are taken seriously. Collaborative Solutions aims to resolve all grievances as close to their source as possible, and to ensure that they are handled quickly and fairly.

Grievances can relate to:

- Refund requests
- Complaints about course content
- Complaints about facilities
- Complaints about non-receipt of certificates
- Complaints about miscellaneous occurrences

1. Statement of Grievance

Complaints or grievances must be submitted in writing by participant to the Operations Manager.

2. Review of the Grievance

Letter will be reviewed by organizational members consisting of:

- a. Social Work Consultant
- b. Operations Manager
- c. Other Collaborative Solutions members based on geographic distribution, experience, professional specialty, etc.

3. Informal Discussions

The issue will be discussed with the participant in order to resolve the matter informally.

4. Formal Grievance Meeting

If the participant feels that the matter has not been resolved through informal discussions an organizational member within 5 working days will respond, in writing, to the statement, inviting the participant to attend a meeting where the alleged grievance can be discussed. This meeting should be scheduled to take place as soon as possible and normally 5 working days notice of this meeting will be provided to the participant.

Meetings may be scheduled for in person, conference call, or via web platform depending on the geographic location of the participant. Participants must take all reasonable steps to attend the meeting, but if for any unforeseen reason the participant, or Collaborative Solutions, cannot attend, the meeting must be rearranged.



Grievance Policy

5. Course of Action

After the meeting the organizational members hearing the grievance will make a decision democratically.

6. Information Sharing

Collaborative Solutions has the right to share and utilize information to improve future courses and events. All identifying information will be kept confidential.

7. Notice of Decision

After the meeting the Operations Manager must write to the participant informing them of any decision or action and offering them the right to appeal. This letter should be sent within 5 working days of the grievance meeting and should include the details on how to appeal.