

## Procedure for the Expedious Consideration of Complaints

University of Toronto Community Radio Inc. (CIUT-FM) is accountable to our members. In this accountability, we hold ourselves open to complaints from our members that we are not following our constitution or are failing in some other way to manage our affairs properly. Freedom in airing such complaints is necessary to the open and transparent governance of our organization and as such, University of Toronto Community Radio Inc. will not tolerate retaliation against or differential treatment of individuals who make such complaints.

Should a member of University of Toronto Community Radio Inc., as defined in Section III of our by-laws, have reason to make a complaint about the management, operations, or governance of the organization, the member is encouraged to discuss their concern with the Station Manager.

If the complaint is about the Station Manager or is not addressed by the Station Manager to the complainant's satisfaction, the complainant is encouraged to promptly file their grievance in writing with the Complaints Manager. The Complaints Manager is a member of the Board of Directors who is elected at the first meeting of the Board of Directors following the Annual General Meeting, and who has the responsibility of receiving complaints from members and for ensuring they receive their due consideration, as per this procedure.

Complaints may be sent to [complaintsmanager@ciut.fm](mailto:complaintsmanager@ciut.fm). If the complaint is about the Complaints Manager, the complaint may be sent to [boardpresident@ciut.fm](mailto:boardpresident@ciut.fm). In such instances as complaints are sent to the Board President rather than the Complaints Manager, the Board President is responsible for fulfilling all responsibilities ascribed to the Complaints Manager in this procedure.

Upon receiving a written complaint, the Complaints Manager will:

1. Confirm receipt of the complaint and investigate further, as required:
  - a. Within one week of its receipt, the Complaints Manager will confirm receipt of the complaint with the complainant. The Complaints Manager will also solicit more details, and offer the complainant anonymity.
  - b. Within two weeks of receiving the complaint, the Complaints Manager will begin to seek additional information from other interested or knowledgeable parties.
2. Raise the complaint for consideration by the Board of Directors<sup>1</sup>:
  - a. At the first meeting of the Board of Directors scheduled at least two weeks after the receipt of the complaint, the Complaints Manager will:
    - i. raise the fact of the complaint,
    - ii. share the details collected through investigation,
    - iii. recommend possible remedial actions and facilitate a discussion among the board to explore remedial actions, if necessary, and,
    - iv. by way of a majority vote, secure decisions by the Board necessary to implement any remedial actions deemed necessary to address the situation.
  - b. The discussion and all related decisions are to be well documented in the Board's minutes.

---

<sup>1</sup> If the complaint is about a member of the Board or if hearing the complaint would otherwise put any member of the Board into a conflict of interest, that Board member will recuse themselves from all discussions of the complaint.

3. Communicate the Board's decisions:
  - a. Within one week of the Board's discussion, The Complaints Manager will communicate the Board's decision and the details of the remediation plan, if applicable, to all parties to whom the decision is applicable.

If the complainant is dissatisfied by the Board's decision and/or the remediation plan, and so instructs the Complaints Manager within two weeks of receiving the Board's decision, the Complaints Manager will explore the availability and suitability of mediation services, as offered by St. Stephen's Community House, in helping to resolve the issue.

### **Appealing the Board's decisions in relation to complaints received**

Complainants may appeal the Board's decisions by outlining, in writing, the nature of the complaint and confirming that the society's complaints resolution process has been exhausted, and by promptly submitting this document to the chair of the University of Toronto's Complaint and Resolutions Council for Student Societies.

University of Toronto Community Radio Inc. commits to abiding by all applicable decisions of the Complaint and Resolutions Council for Student Societies.

Reviewed and Approved by the Board of Directors: September 28, 2020

Effective Date: November 1, 2021