



GRIEVANCE RESOLUTION POLICY

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Vision

AIDS Community Care Montréal (“ACCM” or “the Corporation”) envisions a society free from the stigma of HIV/AIDS. We are committed to building a community where all people living with or affected by HIV/AIDS and Hepatitis C receive the support they need. We are dedicated to empowering individuals to make informed decisions related to their health and well-being.

Mission

ACCM is a volunteer-based community organization working to enhance the quality of life of people living with HIV/AIDS and/or hepatitis C, to prevent HIV and hepatitis C transmission, and to promote community awareness and action.

Commitment to Anti-Discrimination

ACCM is committed to combating all forms of discrimination, including but not limited to discrimination based on race, ethnicity, gender, sexuality, disability, immigration status, history of imprisonment, and religion. ACCM is located on Kanien’kehá:ka land.

1. Purpose

It is in the interest of all parties that grievances are dealt with promptly and justly and that a resolution is determined as quickly as possible.

This policy ensures a route of appeal and a right to be heard to any ACCM member who believes they have been injured or have suffered an injustice in the context of ACCM. These guidelines provide due process for addressing such conflicts, respecting the rights of both the member and the organization. The use of this procedure is also extended to people in the community who are not members of ACCM but who are living with HIV/AIDS or who use or have used ACCM services and feel that they have been injured or have suffered an injustice in the context of ACCM.

2. Definition

A grievance is a complaint by a member or someone in the community against an alleged injury or injustice, specifically with respect to the services, programs, and activities of ACCM.

An ACCM member is a person living with HIV or has experience living with Hepatitis C who has completed the Corporation’s intake process; or a volunteer of ACCM who has completed the volunteer orientation program; a Director or Honorary Director; Staff; or a person who is part of the ACCM community.

If the complaint pertains to sexual or psychological harassment, the complaint should follow the Policy on Prevention of Psychological Harassment or Sexual Harassment and Complaints Procedure.

3. Procedure

As much as possible grievances should be settled between those directly concerned in an amicable manner. The parties should concentrate on resolving the conflict in a manner that is productive for all parties involved, setting personality conflicts aside whenever possible.

When this is not possible, the following steps should be taken, in order, until a satisfactory resolution is reached.

- a) The grievance should be submitted in writing to the person responsible for the service involved unless the complaint is with respect to that person in which case the complaint should go to their direct supervisor (see Appendix 1). As much as possible, the grievance



should include a statement of the outcome sought. A grievance must be filed no later than six months after the alleged injury or injustice.

The person responsible for the service must reply to the grievance in writing within thirty days of its having been received.

- b) If the person submitting the grievance is dissatisfied with the outcome of the first step, he or she may appeal the matter in writing to the Executive Director within thirty days of receiving the reply.

The Executive Director shall reply to the appeal in writing within thirty days of having received it.

- c) If the person submitting the grievance is dissatisfied with the outcome of the appeal to the Executive Director, he or she may appeal the matter in writing to the Administration and Personnel Committee of the Board of Directors (ADPERCOM) within thirty days of receiving the reply.

ADPERCOM shall reply to the appeal in writing within thirty days of having received it.

Grievances relating to the conduct or actions of the Executive Director should be made to the Chair of ADPERCOM.

Grievances relating to a Board Member should be made to the President of the Board of Directors or to Vice President if the grievance concerns the President.

4. Accompaniment

During all stages of the grievance procedure, the person submitting the grievance shall have the right to be accompanied by a person of their choice (lawyer, social worker, family member, friend, etc.) The person responsible (object of the grievance) may also be accompanied by a person of their choice.

5. Confidentiality

Grievances are kept confidential when received. However, grievances that go forward will require that if an individual is the subject of the complaint that that person and other persons involved be advised in order to fully and fairly review the grievance.

6. CAAP and the CIUSSS

ACCM shall inform the parties who have submitted a grievance and who are unable to find satisfaction through the aforementioned grievance procedure of their right to file a complaint with the Commissaire de plaintes of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal and to be accompanied in such a complaint by the Centre d'assistance et d'accompagnement aux plaintes de Montréal (CAAP).

If a complaint is filed with the CIUSSS du Centre-Sud-de-l'Île-de-Montréal before the grievance has gone through the steps outlined in article 3, above, the internal grievance procedure shall be considered terminated and the matter shall be dealt with through the CIUSSS du Centre-Sud-de-l'Île-de-Montréal.



7. Summary

1. Resolve the grievance with relevant person
2. Register the grievance in writing with the person responsible for the service
3. Appeal to the Executive Director
4. Appeal to the Administration and Personnel Committee (ADPERCOM) of the Board of Directors

Appendix 1 - Submitting Grievances

Client Grievances

Clients should address their grievances to the individual responsible for the service, program, or activity of ACCM provided to that client.

Community Grievances

Individuals should address their grievances to the person responsible for the relevant service, program, or activity of ACCM. If the individual is unsure of who is responsible, they can email info@accmontreal.org to find out to whom they can address their grievances.

Staff and Board Grievances

Staff members should address their grievances to the Executive Director.

Volunteer Grievances

Volunteers should address their grievances to their immediate supervisor. Grievances related to volunteer placement, training or recognition activities should be addressed to the Volunteer Coordinator.

Amended 13 July 2000

Amended 20 January 2003

Amended 30 April 2020