

Respectful workplace policy

How to report a complaint about a non-medical staff and what to expect

This document is for medical staff members with a complaint regarding a non-medical staff (Northern Health employees, contractors, and volunteers).

If you are a member of the Northern Health Medical Staff and you have observed or been subject to behavior you believe is contrary to the [Respectful Workplace Policy](#) (the Policy), applicable legislation and/or workplace regulations by a non-medical staff, this document applies to your situation. Please ensure you have read the [Northern Health Respectful Workplace Policy and Procedures](#) before proceeding.

When it comes to complaints, every situation is different and will need to be handled appropriately based on the context. However, the following information will help you understand what to expect during the resolution process.

STEP 1. Speak directly to the individual demonstrating the behaviour of concern, if you feel comfortable and it is safe to do so. See procedure [section 3](#) for a process to consider. Most complaints can be resolved in this first step; however, if the issue is not resolved, or if the person refuses to participate, go to Step 2.

STEP 2. Contact Human Resources (HR) at Respectfulworkplace@northernhealth.ca or 1-844-565-2935.

HR will contact you for an intake conversation. HR will inform the appropriate medical leader (Department Head, Chief of Staff, an appropriate Medical Director, or VP Medicine). The purpose of the intake conversation is to understand the nature of the concern, what steps you may have taken so far, what other processes may be available, and to clarify the support you may need. Some possibilities might include:

- Facilitating a conversation between you and the individual.
- Agreement that someone from HR will contact the other person to explore ways of resolving the complaint.
- Filing a formal written complaint.
- Engaging Medical Affairs HR support or the Medical Leader responsible for Respectful Workplace issues if additional support is needed.

Some important points about Step 2:

- **Filing a formal complaint:** you may be asked to submit a formal written complaint. The concern will be assessed in relation to the Respectful Workplace Policy (RWP), applicable legislation, and workplace regulations to determine the appropriate process needed to attend to the issue(s) raised.
 - **Investigation:** All complaint investigations, whether lead by internal or external investigators, will follow the principles of



fairness, thoroughness, timeliness, and confidentiality. [See RWP procedures 3.5.1](#) for more information on the investigation process.

Remedies and Interim Measures: There are a range of remedies that may be offered and will depend on the nature of the complaint, and whether the investigation was formal or informal. The complaints may be resolved by facilitated discussions, or mediation. Other common examples are outlined in the procedure document under [section 3.5.2](#).

Other helpful documents:

- [How to report a complaint against a medical staff.](#)
- [Medical staff who are the subject of a complaint.](#)
- [What to expect if called as a witness in a respectful workplace investigation.](#)