



Complaint Handling and Discipline Procedures

Policy #: 3.1

Responsibility: CFRC Director

Effective Date: January 12, 2022

Scope: This policy affects both staff and students at the Canadian Fire Rescue College (CFRC). This policy covers the formal complaint and disciplinary process adhered to by the CFRC. This policy does not include disciplinary action carried out by instructor staff while carrying out routine class instruction and instead refers to complaints against staff members for misconduct, harassment, violence, and other breaches of the CFRC Safety Policy #1.1.

3.1 Receipt and Initial Processing of Complaints

3.1.1 Receipt of Complaints:

- Complaints may originate from any current student, previous student, or CFRC Staff Member.
- All complaints must be emailed to: Admissions@canadianfirerescuecollege.com

3.1.2 Processing of Complaints:

- Upon receipt, the Director assigns a case file number to the complaint.
- Within 14 days, the Director sends a written acknowledgment to the complainant, informing them that the complaint has been filed and is undergoing review.
- Complaint files are maintained at the admissions office for 10 years unless further action is taken.

3.2 Review of Complaint by Chair of Ethics Committee

3.2.1 Determination of Complaint:

- The director reviews the complaint and decides if:
- The complaint is unfounded or outside CFRC's jurisdiction, in which case the complainant is notified.
- More information is needed for adjudication, in which case the individual(s) involved is notified.



3.2.2 Informing instructor or “Individual Involved” and Requesting Response:

- If the complaint is within CFRC's jurisdiction, the individual involved is informed and requested to provide a written response within 21 days.
- Consent for releasing information and interviewing relevant individuals is obtained from the member involved.

3.2.3 Review of Written Response:

- Upon receiving the member's response, the director determines whether to dismiss the complaint, resolve it informally, mediate, or proceed with further investigation.

3.2.4 Dismissal of Complaint:

- If the Director finds no basis for further action, both parties are informed in writing.

3.2.5 Informal Resolution:

- If an informal resolution is deemed appropriate, both parties are consulted. If accepted, the resolution is implemented; otherwise, formal investigation may proceed.

3.2.6 Mediation:

- If mediation is suggested and accepted by both parties, the process is initiated, with CFRC retaining the mediator.

3.3 Action by the Designated Complaint Investigator

3.3.1.1 Appointing of the Designated Complaint Investigator

- The Director will appoint a CFRC representative to act as the Designated Complaint Investigator (DCI) during the complaint process.
- The director will ensure that the DCI does not have any perceived or real conflicts of interest in regards to the complaint in question prior to appointment.

3.3.1.2 Investigation Process:



- The DCI receives the complaint and accused individual(s) response.
- The DCI may hire external investigators if necessary and conducts a thorough investigation, including interviews and document review.

3.3.2 Power to Investigate Beyond Complaint Scope:

- The DCI may expand investigations or refer matters to the Director if necessary.

3.3.3 Reporting to Ethics Committee and CFRC Chair:

- The Director is regularly updated on the complaint status by the DCI.
- The DCI makes recommendations to the Director based on investigation findings.

3.4 Referral to Discipline Committee

3.4.1 Appointment of Discipline Committee:

- Upon recommendation from the DCI, the Director appoints a Discipline Committee (DC) from a designated pool.

3.4.2 Notification of Referral:

- Both the member involved and the complainant are notified in writing of the referral to the DC.

3.4.3 Scheduling of Disciplinary Hearing:

- The Director schedules a Disciplinary Hearing within 90 days of the referral, considering mutual convenience.

3.4.4 Conduct of Disciplinary Hearing:

- The DC, comprising a minimum of three CFRC representatives, conducts the hearing, with a designated Chair.



- Legal counsel presents the CFRC's case, and the involved individual responds, with the option of legal representation.

3.4.5 Power to Call Witnesses:

- The DC has the authority to call witnesses deemed necessary for the hearing.

3.5 Discipline Committee's Determination

3.5.1 Decision Making:

- Within 30 days of the hearing, the DC issues a written decision, which may include dismissal, reprimand, imposition of conditions, suspension, revocation, or fines.
- A progressive discipline approach should be considered where appropriate.

3.5.2 Written Decisions and Notification:

- The decision, with reasons, is sent to the CFRC Head Office, which notifies the complainant and individual involved, detailing the appeals process.

3.6 Appeal Procedures

3.6.1 Appeals Process:

- Appeal options include challenging DCI's dismissal, interim suspension orders, or DC decisions through specified procedures outlined in the policy.

3.6.2 Decision Finality:


- Decisions upheld through the appeals process are considered final and binding.

3.6.3 Notification of Appeals Outcome:

- The outcome of appeals is communicated in writing to relevant parties within a specified timeframe.



- This policy aims to ensure transparent and fair handling of complaints and disciplinary procedures within The Canadian Fire Rescue College.

Signed: Director Erik Ives	
Date	2024-02-08
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