



BC CARE PROVIDERS ASSOCIATION

Subject: Employee Complaints
Original Approval: Sept 16, 1993
Amended: Sept 18, 2014
Issuing Authority: Chief Executive Officer
Effective Date: Sept 18, 2014

1. If at any time a BCCPA employee feels that the treatment he/she received from their immediate supervisor has not been fair and equitable, such employee may discuss his/her concerns with the CEO.
2. In the event a complaint is received by any member of the management group (Director level or higher), a meeting will be held with the affected employee within two working days of any such request having been received. The affected employee will receive a response to the complaint within two working days of any such meeting. These time frames will serve as a maximum and will apply to any step of the review process. Any decision of the CEO in this regard will be considered final and binding on all affected employees.