



## **HUMAN RIGHTS GRIEVANCE PROCEDURE**

Venture expects all of its employees to uphold the human rights of the people that we support in our programs. Our core values – honesty, compassion, respect and integrity – reflect our expectations of our employees. To that end, all employees receive Basic Human Rights training during their orientation and receive additional training at least annually thereafter.

As an organization we are committed to providing a forum for families to have their concerns about the treatment of their loved ones addressed. Typically, this takes place at the program level with staff and managers who are directly involved in providing supports. On occasion, however, some issues are not resolved at the program level to the satisfaction of family members. In those instances, family members and guardians can use the following procedure:

1. Contact the Human Rights Coordinator via email or telephone to make a statement of grievance which should include:
  - a. Type in incident/description of human rights violation
  - b. Date(s) of incidents(s)
  - c. Staff member(s) involved
  - d. Staff and/or managers who were contacted previously to resolve issue, if any
2. The Human Rights Coordinator will coordinate an investigation involving members of Venture's Human Resources department. Venture will take appropriate action as a result of the investigatory findings.
3. A report detailing the findings of the investigation and resolution of the grievance will be mailed to the complaining party within 30 days of the initial contact with the Human Rights Coordinator.
4. If the response or outcome of the investigation and resulting action is not satisfactory to the complainant, a formal appeal can be submitted in the following order:
  - a. First appeal to the Chief Program Officer
  - b. Second appeal to the President/Chief Executive Officer
  - c. Third appeal to the President of the Board of Directors