Code of Conduct Complaints Policy

Introduction: The Friends of the Guelph Public Library is committed to maintaining a respectful, inclusive, and safe environment for all members, volunteers and event guests. We strive to foster an atmosphere of mutual respect and understanding in all interactions. However, we recognize that there may be instances where individuals may not adhere to our established standards of conduct. In such cases, we have implemented this **Code of Conduct Complaints Policy** to address and resolve complaints effectively and fairly.

Scope: This policy applies to all members, volunteers and guests participating in activities, events, or programs organized or sponsored by the Friends of the Guelph Public Library.

Reporting Process:

1. Any individual who witnesses or experiences behavior that violates the Friends of the Guelph Public Library's Code of Conduct is encouraged to report the incident promptly.
2. Reports can be made in person, via email, or the FGPL website.
3. Reports should include as much detail as possible, including the date, time, location, and description of the incident, as well as the names of any individuals involved or witnesses.
4. All reports will be treated with confidentiality and sensitivity.

Investigation Process:

1. Upon receiving a complaint, the Friends of the Guelph Public Library will initiate an investigation promptly.
2. The investigation will be conducted by designated individuals appointed by the FGPL Executive.

3. All parties involved will be provided with an opportunity to present their perspective and any supporting evidence.
4. The investigation will be conducted impartially and with due diligence to ensure a fair and thorough process.

Resolution Process:

1. After completing the investigation, the designated individuals will make a determination based on the findings and evidence gathered.
2. If a violation of the Code of Conduct is substantiated, appropriate disciplinary action will be taken, which may include but is not limited to:
    - Verbal or written warning
    - Suspension of membership or volunteering privileges
    - Removal from events or programs
    - Termination of membership or volunteer status
    - Referral to law enforcement if the behavior constitutes a violation of the law
3. The decision of the designated individuals will be communicated to the parties involved in writing.

Appeals Process:

1. Individuals who are dissatisfied with the outcome of the investigation or the disciplinary action taken may appeal the decision.
2. Appeals must be submitted in writing within 30 days, outlining the grounds for the appeal.
3. Appeals will be reviewed by the FGPL Executive or a designated committee, who will conduct a thorough review of the case.
4. The decision of the FGPL Executive or designated committee will be final.

Non-Retaliation: The Friends of the Guelph Public Library prohibits retaliation against any individual who reports a Code of Conduct violation in good faith. Retaliation against a complainant will be subject to disciplinary action.