

APPENDIX I

Code of Conduct Informal Complaint Protocol for Members of Council

INFORMAL COMPLAINT PROTOCOL

Individuals are encouraged to pursue the Informal Complaint Protocol as the first means of remedying behaviour or activity of a Member that they believe contravenes the *Code of Conduct*.

The Integrity Commissioner may be requested to assist in an attempt to settle or resolve the issue with the Member and the individual but will participate only if both parties have consented.

The parties involved are encouraged to take advantage of the Integrity Commissioner's potential role as a mediator/conciliator of issues related to the complaint.

The Informal Complaint Protocol is not a precondition or a prerequisite to pursuing the Formal Complaint Protocol related to the Code of Conduct.

1. Any individual who identifies or witnesses behaviour or activity by a Member that they believe contravenes the *Code of Conduct* may seek to address the prohibited behaviour or activity themselves in the following manner by following the Informal Complaint Protocol:
 - (a) individual to document the incident(s) where the Member may have contravened the *Code of Conduct* including dates, times, locations, other persons present, and any other relevant information;
 - (b) individual to advise another person/witness about the concerns regarding the Member's actions, to corroborate the incident;
 - (c) individual is encouraged to notify and discuss the concern with the Mayor and/or Chief Administrative Officer (CAO)
 - (d) individual to advise the Member that the behaviour or activity appears to contravene the *Code of Conduct*. At the pleasure of the complaint or councillor, the decision may include the Mayor or CAO being present.
 - (i) individual to identify to the member of council the specific provision(s) of the *Code of Conduct* that may have been contravened;
 - (ii) if it has been confirmed the member has contravened the Code of Conduct, the member of council is encouraged to acknowledge and agree to stop the prohibited behaviour or activity and to undertake to refrain from future occurrences of the prohibited behaviour or activity;
 - (e) if applicable:

- (i) individual to confirm to the Member that his or her response is satisfactory, or
 - (ii) individual to advise the Member that his or her response is unsatisfactory;
- (f) individual to consider the need to pursue the matter in accordance with the Formal Complaint Protocol or in accordance with any other applicable judicial or quasi-judicial process or complaint protocol.