

COLLEGE POLICY

Policy No. & Title:	P-241 - Employee Complaint Resolution Policy
Policy Sponsor:	Vice-President People& Culture
Reference Cmtee:	Policy & Procedure Committee
Effective:	2026-09-23
Next Review:	2027-09-23

Purpose

triOS Education Group is committed to providing a respectful, safe, and inclusive workplace, free from harassment, discrimination, bullying, and retaliation. All employees have the right to raise workplace concerns without fear of reprisal, and are entitled to have those concerns addressed fairly, promptly, and confidentially.

This policy sets out triOS Education Group's commitment to resolving employee complaints. The accompanying Employee Complaint Resolution Process and Employee Complaint Investigation Procedure describe how complaints are submitted, reviewed, and investigated.

Scope

This policy applies to all employees of triOS Education Group, across all campuses and locations, and covers workplace concerns including harassment, discrimination, bullying, workplace conflict, policy violations, ethical concerns, workplace safety, and retaliation. It does not replace the organization's obligations under applicable human rights, occupational health and safety, or employment standards legislation.

Guiding Principles

triOS Education Group will handle all complaints in accordance with the following principles:

- **Fairness:** All parties will have a meaningful opportunity to be heard.
- **Impartiality:** Complaints will be reviewed and investigated objectively, without bias.
- **Confidentiality:** Information will be shared on a need-to-know basis only.
- **Timeliness:** Complaints will be addressed as promptly as the circumstances allow.
- **Non-Retaliation:** Employees who raise concerns in good faith, or who participate in a complaint or investigation process, will not face reprisal.

Responsibility

People & Culture is responsible for administering this policy and the associated Employee Complaint Resolution Process. Leaders at all levels are responsible for supporting a respectful workplace and for referring concerns to People & Culture where appropriate. All employees share responsibility for treating colleagues with respect and for cooperating in good faith with any review or investigation.

Supporting Documents/Forms

Employee Complaint Resolution Process

Employee Complaint Investigation Procedure

Employee Complaint Form