

# Green Certificate Program

## Procedures for Handling Complaints and Grievances

### Rational

To maintain harmony in the Green Certificate Program, there must be a process to deal with the complaints and grievances of those coordinating or registered within the program. Trainees, trainers, teachers and testers have the right to seek a remedy where they feel that a specific action by the regional coordinator, certification tester or any other representative of the program was unfair.

There is no cause to resent a trainee, trainer, teacher, or tester for making a complaint or filing a grievance. The grievance procedure is not a win-lose confrontation, but rather it is a process to resolve differences

### Policy

Green Certificate will deal with complaints and grievances in a timely, consistent and equitable manner throughout the province.

### Complaint Procedure

It is particularly important for the regional coordinator and the trainee, trainer, teacher or tester to discuss the issues at the earliest possible time. Early discussion enhances chance of solving the program and helps to negotiate a 'win-win' resolution.

- If a trainee, trainer, teacher or tester has a complaint, about any situation, the regional coordinator will discuss the complaint with them. If the complaint is serious, the regional coordinator will ask for the complaint in writing.
- The regional coordinator will review the complaint and seek input from all involved before developing a written response to the complaint.
- When a written complaint is received it will be date stamped and a written response provided within 14 days.

### Unresolved complaints

If the trainee, trainer, teacher or tester disagrees with the regional coordinator's response, they can ask for a review of the complaint by the Provincial Green Certificate Program Coordinator. It will be date stamped and a written response will be provided within 14 days.

### Examples of possible grounds for appeal:

- Disagreement with a certification test result
- Unfair treatment by a tester
- Unfair treatment by Green Certificate staff
- Unsatisfactory training or treatment by a trainer

### Examples of possible resolutions:

- A new test maybe granted
- A tester may apologize for his/her behavior or a review may support his/her behavior
- A staff member may apologize for his/her behavior or a review may support his/her behavior
- Work may be done to improve the training relationship or a new trainer may be located