

Respectful Conduct and Complaint Resolution Policy

Preamble

This policy lays out the ECA's principles of respectful conduct, the specifics of lodging and resolving complaints, and the consequences of violating ECA community standards. The repercussions for ECA Representatives violating ECA policy are specified in the regulations that establish their responsibilities as student leaders and the consequences of neglecting them. Thus, such topics are not covered here. The same is true for employees of the ECA; consequences of not abiding by ECA policy are specified in employee-related policy or in the relevant employment contract, as appropriate.

Definitions

1. The following terms will be used throughout this document and are hereby defined:
 - **By-Laws** – shall mean the ECA By-Laws ;
 - **Chair** – shall mean the appointed Chairperson of the ECA Council ;
 - **Code of Rights and Responsibilities** – shall mean Concordia University's policy number BD-3 ;
 - **Council** – shall mean the ECA Council ;
 - **ECA** – shall mean the Concordia Engineering and Computer Science Student Association ;
 - **ECA Representative** – shall include executives and team members of the ECA or its subsidiaries, student leaders, and volunteers.

Purpose

2. The purpose of this policy is to affirm the ECA's commitment to provide an inclusive and safe environment for all members, as well as a means for ensuring its enforcement.

Scope

3. This policy applies to all employees and members of the ECA, as well as any external client to whom the ECA provides services.
4. This policy applies to all events held on ECA-managed space (irrespective of the event organizers) and to all events organized by the ECA or an ECA subsidiary (irrespective of the location of the event).
5. No part of this policy precludes an individual from seeking remediation through means external to the ECA. In the event of an external entity rendering a judgement, that judgement shall only apply to the extent of that entity's authority.

PART A: STATEMENT OF PRINCIPLES

6. The ECA unequivocally affirms its commitment to providing and promoting an environment that is in accordance with:
 - a. The responsibilities of the members as defined in the By-Laws ;

- b. The Code of Rights and Responsibilities; and
 - c. The letter and spirit of the Québec Charter of Human Rights and Freedom as well as the Canadian Charter of Human Rights and Freedoms;
7. The ECA explicitly disallows any activity which may tarnish the reputation of Concordia University, the faculty of Engineering and Computer Science, the ECA, or the engineering profession at large.

PART B: COMPLAINT RESOLUTION

8. Any person who becomes aware, or is the subject, of any form of conduct which is believed to be in violation of this policy should informally approach the offender and ask them to stop the offensive conduct. A person approached in this manner must immediately stop the offending conduct.
9. Should a person not feel comfortable approaching the offender involved, or if they have already done so and the conduct has not stopped, the person should inform an ECA Representative.

Informal complaint resolution

10. Should the complainant wish, an ECA Representative shall act as arbitrator and address the complaint informally by making reasonable efforts to resolve the conflict in a manner that satisfies all parties.
11. If the arbitrator is unable to resolve the issue to the satisfaction of all parties, or if a complaint is lodged against another ECA Representative, the arbitrator shall initiate a formal complaint resolution process.

Formal complaint resolution

12. Complainants may initiate a formal resolution process by emailing their complaint to the Chair.
13. The Chair is responsible for addressing the complaint and shall make reasonable efforts to resolve the conflict.
14. Should the Chair determine a complaint is vexatious, or should the facts of a case be disputed and no evidence exists to support either party, they may determine a resolution is unreasonable or impossible.
15. The Chair shall report to Council on the nature and disposal of all complaints, including any efforts made to resolve the conflict, any evidence used in a decision, and the reasoning behind such decisions.
16. The complainant may appeal the decision of the Chair by requesting it be placed on the next agenda of Council.
17. Complaints shall be forwarded directly to Council in the event that the position of Chair is unfilled, or should a complaint be filed against the Chair.
18. Council must dispose of a complaint or appeal at the meeting of Council following its reception by the acting Chair.

19. The acting Chair shall have the authority to call a meeting should no meeting be scheduled within 4 weeks.
20. There shall be no appeal beyond Council. This shall in no way limit the stipulations of Article 5.

Confidentiality and Impartiality

20. The Chair and the members of the Council shall, throughout the complaint process:
 - a. Act in an impartial and unbiased manner in the exercise of their duties; and
 - b. Maintain the confidentiality of all matters.
21. All deliberations on complaints and appeals shall occur in closed session.

Sanctions

22. Any individual or organization found through this policy to be in violation of Part A may be restricted from accessing ECA-managed space, events, and/or services.
23. Any such restrictions shall be stated in the decision of the Chair or the judgement of Council, as the case may be, and shall include the duration of such restrictions.