

# Common Ground Arts Society Complaint Procedure

## Application

This *Complaint Procedure* applies for any issues or complaints arising from anyone involved with Common Ground Arts Society which will include but is not limited to the Board of Directors, Staff, Contracted individuals, Volunteers, Audiences, Donors, Vendors, and others.

## Safe Space

Common Ground Arts Society is committed to promoting an environment that allows individuals to explore and expand their appreciation of art in non-traditional spaces. While there might be risks in allowing unique and creative production and expression, the collaboration of space and reception of experiences may not always allow for interpretations that may counter others. As the organization is committed to upholding a supportive and receptive avenue for individual expression, if there are issues that arise out of interaction with representatives of Common Ground Arts Society or with others at a Common Ground Arts Society related event, individuals should follow the complaint process. This policy also applies to behaviors included in situations where individuals may be representing the organization at meetings, trainings, or other situations remotely.

## Report

If you feel you or someone you have seen/been with has been subjected to behavior that does not align with Common Ground Arts Society principles of respect and safe space, there are three avenues available.

1. Report the situation directly to the Artistic Producer and/or the President of the Board of Directors or their designee.
2. Submit a report at the CGAS online complaint portal on the CGAS website, or
3. Submit a report to the third-party ombudsperson listed on the complaint portal.

All reports should be submitted within the same day of the issue, if possible, to ensure accurate recall of the situation. It is important to provide details of when the incident occurred (date and time), what happened, and if there were any witnesses. Any additional information will assist the individual following up with the report.

## Follow Up

Any individual submitting a report will be contacted within a week of its submission so a discussion can take place on the next steps. Individuals investigating the situation will be trained in mediation and investigation and will be appointed by the Board. While every effort will be made to resolve the issue within a month, there may be some situations that may take significantly longer. The person handling the situation will provide an approximate timeframe for resolution.

## **Investigation**

The individual who receives the report will discuss the situation with the person reporting the issue. A timeline and the potential process of the issue will be discussed. Information will be kept confidential in accordance with the Alberta and Federal Privacy Legislation.

The individual the complaint is about will receive written notification that an official complaint has been filed and a request for an interview will be included. All other individuals listed in the complaint will be sent a notice and interviewed.

## **Written Summary**

The following items will be included in a written summary about the complaint and sent to both parties of the complaint as well as to the Board of Directors.

- A description of the allegations.
- The response from the individual the complaint was made against.
- A summation of information from witnesses.
- A decision, based on the "balance of probabilities" that the issue has merit or not.
- Potential remedies, if applicable or possible.

## **Mediation**

Should the situation require mediation, the organization will either appoint the designated ombudsperson or request assistance from a trained mediator that is acceptable to all those involved in the issue and who has not been involved with the issue. Each party to the report has the right to be accompanied and assisted during mediation sessions by a person of their choosing.

## **Remedies**

There are a variety of remedies that may be used, but each situation will determine what will be used. Remedies may include but are not limited to an oral or written apology; corrective action including termination of membership or employment; or introduction of policy and procedural changes. Individuals always have the option of filing a complaint with the Provincial Ombudsperson or the Human Rights Commission of Alberta.

## **Review**

Common Ground Arts Society will review this document on an annual basis, or as required, and will make necessary adjustments to ensure that it meets the needs of those involved with the organization.

Original: January 2024  
Revision: 2025