

Youth Mental Health March Canada

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Youth Mental Health March Canada Policies: Violations and Complaint Policy

This shall be cited as the *Youth Mental Health March Canada Policies: Violations and Complaint Policy* or as the *Violations Policy*.

This policy applies to all members of the YMHM Canada as well as any members of the public who may wish to make a complaint for a violation or a general complaint to the YMHM Canada about a member of about the YMHM Canada. All members and people of the public are permitted to report a violation or file a complaint at any point in time.

If there are any questions or comments about this Violations Policy, please contact the YMHM Canada.

Policy Statement

The YMHM Canada is dedicated to maintaining the highest standards of all of its members and the highest standards of service and materials produced. The YMHM Canada has established policies to keep this standard with all of its members and with all of the people that we may come into contact with through an event or through another means such as our website or through our social media platforms. This policy is to ensure that all members of the YMHM Canada and that the YMHM Canada is complying with the policies that the YMHM Canada has laid out. This policy also ensures that any violation, serious risk, complaint, or any other matter is brought to the attention of the YMHM Canada as soon as possible after it happening so that the YMHM Canada can decide the next steps to prevent it from happening again and so that it can be dealt with in the best possible way.

YMHM Canada Authority to Report Violations and Actions

If the YMHM Canada suspects that a policy was broken or that there was a violation of a policy by any member of the YMHM Canada or by any member of the public, including individuals or organizations and other groups, the YMHM Canada has the authority to file a complaint and take further actions in accordance with this policy and other policies.

Objectives

The objective of this policy and of reporting is as follows:

- To encourage members of the YMHM Canada to report any policy violation or unethical matter

- To offer YMHM Canada members and members of the public a safe and confidential way to report violations and/or to file complaints
- To elevate the transparency level of the YMHM Canada
- To hold all members of the YMHM Canada and the YMHM Canada to our standards
- To hold all users of YMHM Canada materials, our website and social media platforms as well as any other YMHM Canada items, to the policies that govern their use

Statement of Violations and Reporting

This policy encourages reporting of any wrong doings by the YMHM Canada or by any of its members as well as encourages the reporting of any policies that are broken by the YMHM Canada, members of the YMHM Canada, or by the general public. If a person or group feels the need to file a complaint about anything that relates to the YMHM Canada, a YMHM Canada policy, a violation, or any wrong doing or suspected wrong doing by a member of the YMHM Canada or by the YMHM Canada, they are permitted to do so.

Some violations that should be reported include but are not limited to;

- Illicit actions such as bribery or corruption, and wrong acts
- Bad financial acts such as claims of false expenses or misuse of resources
- Possible fraud
- Any kind of criminal or illegal offence that has been committed, or that could be committed or that is being suspected of being committed
- Non-compliance with any YMHM Canada policies and these policies being broken in full or in part by the YMHM Canada or by members of the public including groups and organizations
- Non-disclosure of conflict of interest, such as a member using his/her position at the YMHM Canada to advocate for other activities that the YMHM Canada does not support or try to make the perception that the YMHM Canada is working with, sponsoring, or associated with another group, activity, event, or organization when it is not
- Members of the YMHM Canada breaking policies in full or in part
- The YMHM Canada breaking policies in full or in part
- Unethical conduct
- Misuse of legal authorities and powers
- Misuse of the powers of the YMHM Canada
- Misuse of members of the YMHM Canada by the YMHM Canada
- Violation of the Members Code for YMHM Canada members
- Threats to members safety, including threats being made and any possible threats
- Threats to members of the public's safety, including any possible threats
- Health, safety, mental health and other health concerns of members of members of the public
- Discrimination of any kind or suspected discrimination of any kind

- The conspiracy to “cover up” any issue within the YMHM Canada or to “cover up” the activities of a member or to attempt to “cover up” any policies that have been broken or activities that have been listed above and any other illegal or unethical activities that were not listed above

Purpose of Reporting

This policy is considered by the YMHM Canada as an affirmation of our standards and use of other policies and our commitment to make the YMHM Canada a safe, happy, and fun place to be and to be associated with.

This policy aims to provide a safe, confidential way for people to file a complaint for a violation of a policy being made or to file a complaint with the YMHM Canada for any matter and/or for any possible matter that may happen. The policy also aims to provide a safe way for YMHM Canada members to report policy violations without the fear of putting their safety and values on the line with other members at the YMHM Canada. The YMHM Canada also aims to improve our relationship with the public and our affairs through this policy by taking the reports and complaints and using them to better the YMHM Canada and all activities that the YMHM Canada does and is involved in.

Statement of Guarantees

By filing a complaint or making a complaint about a policy violation, no member of the YMHM Canada nor member of the public will be subject to any retaliation by the person that they reported by the YMHM Canada for the incident that they reported and for the complaint that they filed with the YMHM Canada.

For members of the YMHM Canada, the following is guaranteed is a violation or complaint is filed:

- According to this policy, abuse due to reporting a violation or filing a complaint will not be tolerated
- Every effort will be made to ensure the privacy and confidentiality and the identity of the person that reported it
- This policy encourages all members of the YMHM Canada to leave their name when they file a violation or complaint as a follow-up may be needed
- Reporting in bad faith may result in suspension from YMHM Canada duties or other actions that will be justified by the YMHM Canada in accordance with the Members Code of Conduct.

For members of the public that file a violation or complaint with the YMHM Canada, the following is guaranteed:

- According to this policy, every effort will be made to ensure that the person who reported the incident and made the claim does not face harassment or abuse of any kind from any other individuals or from organizations and groups

- Every effort will be made to protect the privacy and identity of the person that filed the violation or complaint
- Reporting in bad faith to the YMHM Canada about a policy violation or filing a complaint in bad faith will deuterate the faith of the YMHM Canada for the next time a complaint is filed by the individual or organization or group

Statement of Confidentiality

This policy ensures the privacy, and confidentiality, of reporting any violation or filing a complaint with the YMHM Canada. This includes the individuals or organizations or groups identity, personal information, nature as to how the complaint or violation was filed, and other matters that may give hint as to who filed the violation or complaint to the YMHM Canada.

This policy also encourages all people to report any violations or to make any complaint to the YMHM Canada in a fair and honest manner. Although the YMHM Canada will do the best that we can to ensure the confidentiality of your violation or complaint filed, there are some cases in which the identity must be disclosed. The person who filed the complaint can also request that their name is open and not kept confidential with the YMHM Canada if they feel the need to do so.

A complaint may be filed with or without giving your name and/or contact information on the report form although it is encouraged that your name and contact information is given.

Role of the Complainant

The role of the Complainant is to report any violations of polies or file a complaint that provides honest, truthful and reliable information. The person is not expected nor encouraged by the YMHM Canada to act as an investigator or fact-seeker nor is he and/or she expected to identify appropriate action for the YMHM Canada to take at all.

The Complainant may report the violation or file a complaint with the YMHM Canada with or without disclosing their name and contact information, however, it is encouraged by the YMHM Canada that your name and contact information is given when reporting a violation or filing a complaint as it may be needed for any follow ups for the complaint and/or violation put forward to the YMHM Canada.

How to Report Violations or File Complaints

All policy violations and complaints must be submitted in writing. To file a policy violation and/or a complaint, is to complete the form listed on the Legal and Policies page of our website (www.yhmcanada.ca) and submit it the President through the contact below. Once this is done, the complaint can be reviewed and the next steps taken by the YMHM Canada to correct it.

- 1) President: president@ymhmcanada.ca

Outcomes and Processing

The actions taken by the YMHM Canada and the final outcome of every policy violation and/or complaint will vary depending on the nature of the complaint and/or policy violation that has been brought forward to the YMHM Canada. depending on the final outcome by the YMHM Canada, results could include but may not be limited to:

- Suspension of members
- Termination of members
- Legal action by the YMHM Canada or member of the YMHM Canada
- Prohibition of the use of YMHM Canada materials, website, and/or social media platforms
- Restriction of the use of YMHM Canada materials, website, and/or social media platforms
- Warning issued

Should the policy violation and/or complaint be in need of a formal investigation or police activity and a police investigation, the final outcome will also be subject to the final results of the police investigation. Should the police investigation find that the YMHM Canada is not able to include outcomes in the YMHM Canada policies and the YMHM Canada is not permitted to take action, the person/organization will only be subject to the outcome of the investigation.

All final decisions made by the YMHM Canada in response to a policy violation and/or to a complaint being brought forward to the YMHM Canada are done by the President. Although the Governing Committee is notified that a complaint has been brought forward, they will only be told that a complaint has been brought forward about what matter and the final outcome of it.

Once a policy violation and/or complaint has been filed and the person has contacted the YMHM Canada about it, the following will take place to move the policy and/or complaint forward:

- The Violations and Complaint form is to be complete on the website (found on the Policies and Legal page) and is to be submitted to the YMHM Canada complete
- The complaint will be reviewed by the President and a mention of a complaint being brought to the YMHM Canada will be mentioned at the next meeting of the Governing Committee
- A review will be conducted to see if a formal investigation will need to be conducted by the police and if the violation and/or complaint that was brought forward needs to be referred to police. If this is the decision, all reviewing of the violation and/or complaint brought to the YMHM Canada will be halted and it will become a police matter.
- If it is a matter of a policy violation, the YMHM Canada will take the necessary action after a review of the violation and will notify the person and/or group and organization that the violation was filed against with the decision of the YMHM Canada
- If it is a matter of a complaint with a person or a policy violation with the matter of another member of the YMHM Canada or about a members conduct with either a

member of the public or the YMHM Canada, the person that the complaint was filed against will be notified that a complaint has been filed and will have the opportunity to respond before the YMHM Canada makes the decision as to what it will do

- If it is found that the complaints are to do with fraud, harassment, abuse or any other high-profile complaint, it will become a police matter and the member will automatically be suspended
- When possible, and only if needed, the Complainant will be contacted for more information if it is found that more information is needed in order for the YMHM Canada to come to a decision as to what to do. The Complainant will not be told of the final outcome of the complaint at all nor any actions that the YMHM Canada takes in the process to coming to that decision
- Once the review process has ended, a decision will be made and the outcome of the decision will be told to the violator.
- All records of all policy violations and complaints will be kept by the YMHM Canada on file.

After the notification has been given stating the actions of the YMHM Canada, a response must be given back to the YMHM Canada within the next 24 hours to indicate that the notice has been read and understood fully.

Legal Action

Although a complaint and/or complaint about a policy violation can be filed with the YMHM Canada, the YMHM Canada can not stop or interfere with the persons choice if they would like to pursue charges for the action that they have filed a complaint for or against any person.

If it is found by the YMHM Canada to be a high-profile complaint, the police will be contacted and will launch an investigation in to the matter.

Revisions of this Policy

The YMHM Canada reserves the right to change this policy at any point in time with or without notice. The YMHM Canada advises that all people who use any materials or visit, use, or have links to any of our sites and/or social media platforms, check this policy on a regular basis to make sure that they have the most up to date version. This current version was updated on 19 January 2022.

Interpretation of this Policy

The YMHM Canada reserves the right in all cases as long as not legal matters to interpret this policy and its limitations and where it is applicable.