



complainant may be disciplined or other corrective actions taken as appropriate. Disciplinary, and/or corrective measures may include a verbal or written reprimand, attendance at a training course on appropriate workplace conduct, a fine, suspension without pay or termination of employment. A copy of the notice of discipline will be placed on the complainant's personnel file. Appropriate steps may also be taken, with the approval of the victim of the false complaint, to correct any mistaken impressions left by the complaint.

*Unless the complaint is found to be vexatious or made in bad faith, the fact that the complaint was made will not be noted on the complainant's personnel file. The Department recognizes that an employee's feeling of being harassed is not a reflection on that employee's character or ability.*

## Follow-up

The Client Services Bureau maintains all departmental harassment complaint files. A record of the number of complaints lodged, the nature of these complaints, the results of the investigations and the types of corrective measures taken will be maintained on the file. These records are confidential and subject to the provisions of the Privacy and/or Access to Information Acts.

No matter what the outcome of the investigation, those involved may have to continue to work together. Managers have a duty to restore positive working relationships after a harassment complaint. The Advisor can advise the managers and the individuals involved in restoring effective working relationships.

## Procedures for locally engaged staff

The internal redress procedures for locally engaged employees differ slightly from those for Canada-based staff. Locally engaged staff at small and medium-sized missions abroad should submit their complaints directly to their Head of Mission. At large missions, they should submit their complaints to the Head of Mission or his or her designate. The Head of Mission will then consult with the Advisor on Harassment at Headquarters. The Head of Mission may also raise the matter with the Director of Locally Engaged Staff Abroad and/or the Regional Personnel Advisor, Locally Engaged Staff Abroad Division, who is responsible for the mission in question.

After consultation, the Head of Mission will assign an investigator to determine the precise acts and surrounding circumstances which are alleged in the complaint. The Advisor on Harassment and the Director of Locally Engaged Staff Abroad will monitor the investigation. The investigative report will then be forwarded by the Head of Mission to the Director General, Client Services Bureau, at Headquarters.

In order to ensure consistency throughout the Department, the Director General, Client Services Bureau, in consultation with the Head of Mission and the Director of Locally Engaged Staff Abroad, will decide, based on the investigator's report and any other pertinent information, whether or not an act of harassment has occurred. He or she will then advise the parties, in writing, of the decision and the reasons for it without undue delay.

If the Head of Mission is the subject of the complaint, the employee can address the complaint to the Advisor on Harassment or the Director General, Client Services Bureau, at Headquarters.

All locally engaged employees have the right to be accompanied by another locally engaged employee during any interviews conducted as part of the investigation.