

# Bilateral Complaints Resolution Process

## Information for medical staff who are responding to a complaint

AHS is committed to creating workplaces where people feel safe, healthy, valued and included, and where each person is treated with respect and dignity. AHS has worked to ensure that workers can safely report worker-to-worker disrespectful behaviour, harassment, discrimination and violence.

The Bilateral Complaints Resolution Process (BCRP) sets out processes to resolve worker-to-worker complaints that involve employees and members of the medical and midwifery staff.

The process is aligned with the [Type III Worker-to-Worker Procedure](#) #1115-03.

This document provides information on the complaint resolution process for medical staff (respondents) cited in a complaint of alleged worker-to-worker disrespectful behaviour, harassment, discrimination and violence made by an AHS employee or midwifery staff when the complaint will be channeled through the BCRP.

### What is the AHS Bilateral Complaints Resolution Process?

The BCRP is a set of processes intended to ensure a people-centred, timely, equitable and aligned approach to addressing worker-to-worker complaints involving: i) AHS employees and ii) members of the medical and midwifery staff. It addresses allegations characterized as disrespectful behaviour, harassment, discrimination and violence. This process does not address other concerns such as quality and safety of patient care, clinical performance, academic teaching or research. It does not address complaints received from patients or family members. It does not pertain to issues considered in the AHS Medical Staff Bylaws. The goal of BCRP is to resolve conflicts to the satisfaction of both parties and enable them to return safely to the workplace. The BCRP is restorative; it is not intended to assign punishment.

### You have been notified about a complaint. What does this mean for you?

Being notified that you are cited in a complaint is stressful. Your medical leader and an AHS Medical Affairs Concerns Consultant and Human Resource Business Partnership (HRBP) will guide you through the process. The medical leader will notify you of the complaint and outline the allegation(s). They may also ask you to participate in an information-gathering conversation; this discussion will likely also include a Concerns Consultant and HRBP. We encourage you to share any relevant facts or additional context that can contribute to a clear and comprehensive understanding of the situation. You may also ask any clarifying questions that you have. You will be given the option to provide your medical leader a further written response. The medical leader, with the support of the Concerns Consultant and HRBP, will seek to understand the situation based on all of the information available to them.

We want you to feel supported throughout the process. Please inform your medical leader or the Concerns Consultant and HRBP in advance for any requests for accommodations or personal or cultural considerations to be aware of.

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If a meeting is being held virtually, arrange to have access to a quiet and private place to join. Use a suitable electronic device, such as a laptop or computer, with audio and video capabilities and the required applicable software (such as Microsoft Teams or Zoom). It is expected that your video feature is turned on during virtual meetings. Audio or visual recording is not permitted.

Confidentiality is expected to be maintained at every stage. Please refrain from approaching other workers to discuss any information related to the complaint. If others inquire, inform them that due to confidentiality requirements, you are not able to discuss the matter. The requirement of confidentiality does not prevent you from discussing the matter with an advisor or as required by legislation (if applicable).

### How will outcome findings and results be communicated?

When the BCRP review has been completed, you will have the opportunity to meet again with your medical leader. You will receive written notification of the outcome from your leader, stating whether the allegations are founded, unfounded, or inconclusive based on a balance of probabilities. If the allegations are founded, you may be asked to participate in a restorative process, undergo additional learnings or make specific commitments depending on the circumstances.

Since the defined process of the BCRP is considered restorative rather than punitive, you are not at risk of losing your AHS privileges or appointment based on the outcome of a BCRP review. However, if additional allegations or evidence are brought forward, your medical leader will consider whether the matters would require consideration under Part 6 of the Medical Staff Bylaws. If that occurs, you will be notified.

You are not obliged to share the outcome of the review with anyone. You are not obliged to report the occurrence or completion of a BCRP review to a regulatory agency, such as the College of Physicians and Surgeons of Alberta.

### Resources and Supports:

Your well-being is important. The expectations around confidentiality are not intended to prevent you from seeking professional support. Your leader can provide you support. Many resources are available through Insite. Physicians who are Alberta Medical Association members can confidentially access the Physician and Family Support Program at <https://www.albertadoctors.org/services/pfsp>. Medical staff who are AHS employees can access the confidential services of the Employee and Family Assistance Program at 1-877-273-3134.