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London
CANADA

September 22, 2017

Chair and Members of the
Corporate Services Committee

Re: Review of Code of Conduct for Employees

The City of London's Code of Conduct for Employees ("the Code") sets out "acceptable interpersonal and ethical standards in The Corporation of the City of London's workplaces". Contained within the Code are "Informal" and "Formal" processes to respond to complaints raised under the Code.

The Code states that in circumstances where complaints are launched against individuals holding the position of City Manager, Intake Administrator or Managing Director, the complainant is encouraged to advise the Chief Human Resources Officer who will refer the complaint to an external third party. In circumstances where the complaint is against the Chief Human Resources Officer, the complainant is encouraged to advise the City Manager who will refer the complaint to an external third party. The Code however does not appear to have remedies available to the employee if they are not comfortable bringing the complaint to the attention of the City Manager or the Chief Human Resources Officer. There is also concern that this process does not provide the independence that is necessary to carry out a fair review and/or investigation of the complaint.

The undersigned believe that there are inherent issues with the current Code and believe that a review of the Code is required. Some of the issues include that employees may be receiving and reviewing complaints launched against their supervisor; no written process is in place as to how, when and under what authority a formal investigation is launched; and there is no apparent provision of support available for the complainant(s) or the individual(s) being investigated, as the individuals are not permitted to speak to anyone about the investigation. If they do speak to someone, they are advised that they would then be found to be in violation of the Code of Conduct.

The undersigned respectfully request support of the following resolution:

"The City Manager BE DIRECTED to take the necessary actions to initiate a review and report back as to how the Codes of Conduct for Employees could be amended to include the following:

- a) the provision of an independent third party, appointed by Municipal Council to receive and process complaints launched against the City Manager, Intake Administrator, Managing Director or Chief Human Resources Officer who will report their findings directly to Municipal Council;
- b) the provision of the ability for the complainant(s) and the individual(s), subject to an investigation, to seek support during and after the completion of the process without being in breach of confidentiality and therefore be found to be in violation of the Code of Conduct for Employees;
- c) the establishment of a written process as to how, when and under what authority an investigation is launched; and,
- d) any other amendments deemed to be appropriate.

Respectfully submitted,

Josh Morgan
Councillor Ward 7

Virginia Ridley
Councillor Ward 10