

# ONTARIO LABOUR RELATIONS BOARD COMPLAINTS RESOLUTION PROCESS

## SERVICE COMMITMENT

The Ontario Labour Relations Board is a quasi-judicial adjudicative tribunal committed to fulfilling its mandate in an independent, fair, consistent and accessible manner. The Board operates within the context of a professional and accountable public service dedicated to continuous improvement and integrity. The purpose of this policy is to create a transparent and fair method for dealing with public complaints. Please note that this Complaints Resolution Process is not to be used for reviewing adjudicative decisions.

The purpose of the Board is to assist parties in the resolution of their disputes either through mediation or, where parties are unable to resolve their disputes, through adjudication of the dispute. The Board may decide the case based on the parties' written submissions or may hold a consultation or hearing where the parties attend in person. It is not the role of the Board to protect the interests of any party or to assist one party over another. The Vice-Chair or panel will issue a written decision.

This Complaints Resolution Process addresses concerns about the quality of service provided by the Board's staff including administrative staff and mediators. All service related complaints will be treated expeditiously and every reasonable effort made to resolve complaints to the satisfaction of the complainant. The Board is committed to providing the highest quality of service to the public and takes its obligations in this regard very seriously.

## IMPORTANT INFORMATION ABOUT MAKING A COMPLAINT

- **If you choose to file a formal complaint, you must do so in writing by mail, fax or courier. Complaints sent by email are not accepted and no response will be provided.**
- Dissatisfaction with the conduct or procedural decisions of a Vice-Chair during the course of a hearing (such as allowing or refusing to hear testimony from a witness or a document to be filed or putting time limits on testimony or arguments) or with any written decision of the Board is **not a complaint** within the meaning of this Process.
- **If you feel a decision in your case and/or during a hearing was wrong, and should be changed, you must follow the Board's Rules of Procedure and the relevant legislation and apply to the Board for reconsideration of the decision or make an application to the Courts for judicial review.**
- If your complaint concerns an ongoing case, you should raise it during the mediation or hearing process or file written submissions with the Board pursuant to the Rules of Procedure.
- Since the Board is an adjudicative agency, a response to your complaint may be delayed if you have an ongoing proceeding until, in the Chair's opinion, the timing is appropriate in order to protect the fairness and impartiality of the proceeding.

- The Board may not accept a complaint or repeated or continuing correspondence if you have already made a similar complaint which has been answered or if the Board determines the complaint to be frivolous, vexatious or made in bad faith.

## **Making a Complaint**

If you are unsure whether your concern falls under this policy, please contact the Board's Client Services Coordinator at the number below.

**When making a formal complaint, it must be in writing.** Please explain the reasons for your complaint (who, what, where, when), the steps you think should be taken to resolve the complaint and the outcome you are seeking. If your complaint is about a Board file, please provide the file number.

## **WHERE TO SEND YOUR WRITTEN COMPLAINT**

- Send written complaints about the quality of service of the Board's staff to:

France Poirier, Client Services Coordinator  
Ontario Labour Relations Board  
505 University Ave., 2nd Floor  
Toronto, Ontario  
M5G 2P1

416-326-7474

- Send written complaints about a Vice-Chair or a panel member of the Board (**which do not relate to the adjudicative process or a Board decision**) to the Chair of the Board:

Bernard Fishbein  
Chair, Ontario Labour Relations Board  
505 University Ave., 2nd Floor  
Toronto, Ontario  
M5G 2P1

- Complaints about the Chair of the Board should be raised with the Minister of Labour.

## **What You Can Expect?**

- If a person is the subject of the complaint, he/she will almost always be kept informed through the review process and given a copy of the complaint.
- A response will be provided within 15 working days of receipt of the complaint. If further action is necessary, or if the Board requires more time to investigate the complaint, the Board will tell you how much additional time it requires.
- This policy does not affect your right to raise your concerns with the Ombudsman of Ontario.

**ONTARIO LABOUR RELATIONS BOARD**  
**505 University Avenue, 2<sup>nd</sup> Floor**  
**Toronto, ON M5G 2P1**

**GENERAL INFORMATION LINE: 416/326-7500**  
**TOLL FREE: 1-877-339-3335**  
**FAX: 416-326-7531**  
**TTY: 416-212-7036**  
**WEB SITE: [www.olrb.gov.on.ca](http://www.olrb.gov.on.ca)**

**CLIENT SERVICES COORDINATOR:**  
**France Poirier 416-326-7474**  
**505 University Ave., 2<sup>nd</sup> Floor**  
**Toronto, Ontario**  
**M5G 2P1**