

Complaint Procedure

This procedure also includes individuals/customers from our external conferences, and any persons participating in our Metropolitan Energy Center (MEC) events.

MEC has established a procedure for a fair review of complaints related to any workplace controversy, conflict, or harassment within or outside of our organization. Employees or external customers may take their complaint directly to the person or department listed in Step 2 if the complaint is related to their supervisor or manager, or if the employee feels their supervisor or manager would not provide an impartial resolution to the problem. External customers may proceed to Step 2 if they believe the person they have reached out to will not be fair/impartial in capturing the complaint.

Step 1: The complaint should be submitted orally or in writing to a supervisor, manager or the Nondiscrimination Director of People and Operations within three working days of the incident or as soon as possible. Sooner is better as it will assist in a more accurate investigation, but complaints will be taken seriously regardless of when they are reported.

Supervisors, managers, and external customers will report complaints to the designated representative as soon as they are able. At this time, the Nondiscrimination Director of People and Operations or another qualified designee will conduct a fair, timely, and thorough investigation. All parties will be provided with appropriate due process and reasonable conclusions will be reached based on the evidence. The supervisor, manager, or Nondiscrimination Director of People and Operations will generally give the reporting employee or external customer a written summary of their findings within five working days. Resolution may take longer depending on how much investigation is required. If the employee or external customer is not satisfied with the resolution, they may proceed to Step 2.

Step 2: The employee or external customer may submit an oral or written request for review of the complaint and Step 1 resolution (or if skipping Step 1, their initial report) to the Nondiscrimination Director of People and Operations. This request should be made within three working days following the receipt of the Step 1 resolution. The Nondiscrimination Director of People and Operations will review the complaint and resolution and may call an additional meeting to explore the problem. If warranted, the Nondiscrimination Director of People and Operations will conduct additional fact finding. A final decision will be rendered within 10 working days after receiving the Step 2 request, and a written summary of the resolution will be provided to the employee or external customer who filed the complaint.