

BC/YUKON COMMAND OF THE ROYAL CANADIAN LEGION

PROCEDURES FOR PROCESSING OF A FORMAL COMPLAINT

PLEASE REFER TO ARTICLE III OF THE GENERAL BY-LAWS

1. Complaint lodged with Branch/Command Secretary. **Section 304 (b)**
2. Complaint brought immediately to attention of Branch President. **Section 304 (h)**
3. Secretary immediately acknowledges receipt of the complaint and immediately bring it to the attention of the President. The President then determines if the complaint is properly lodged. Once determined properly lodged the Secretary shall serve a copy of the complaint on the member against whom the complaint was lodged within 7 days. **Section 308 (a)**
4. Upon the lodging of a complaint at any level, parties can be contacted to determine whether mediation should be attempted to resolve complaint. Where mediation is involved, time periods set out in Article III continue to apply **Section 306**
5. Within 21 days of receipt of complaint, President appoints a Complaint Committee. **Section 308 (b)**
6. Within 45 days of appointment, the Complaint Committee Chairman identifies date and place of Hearing. **Section 308 (d)**
7. At least 21 days before the Hearing, the Committee Chairman serves notice on the parties advising them of the date, time and place of Hearing. All this to be by certified or registered mail or prepaid courier. The notification must contain the names of the Committee members including the members in waiting. **Section 308 (e)**
8. The Complaint Committee holds a Hearing in accordance with the provisions of **Section 309** of the general by-laws and makes a recommendation in accordance with the provisions of **Section 311**.
9. Unless there is a recommendation for expulsion from the Legion, the decision of the Complaint Committee shall be forwarded to the Secretary of the Branch/Command, and served on both parties to the complaint, within 30 days of the hearing. The decision is final unless appealed under Section 314. **Section 310**
10. If there is a recommendation for expulsion from the Legion the decision shall be served immediately on the next superior Command and shall not become effective until it has been considered under subsection 314 (g).

WE STRONGLY RECOMMEND USE OF THE OFFICIAL COMPLAINT FORMS THAT ARE

AVAILABLE FROM THE COMMAND OFFICE.
THIS FORM CANNOT BE USED BY NON LEGION MEMBERS