

## **Guidelines for Reporting Grievances**

The British Columbia Society of Landscape Architects has received notice of your grievance with regard to

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As noted in the bylaws of the Society, in case where a complaint can be settled between the parties involved and the registrar no permanent record will be kept and no report will be required. In cases where the complaint cannot be settled in this fashion, you will be requested to send a written description of the matter to the Registrar. The Registrar will forward this letter to \_\_\_\_\_. They will be asked to respond to the grievance in writing within 14 days of receipt of the letter. A copy of this response will be sent to you. At this point the Registrar will conduct such investigation into the matter.

In the event that discussions with the Registrar cannot satisfy both parties, then the matter will be referred to the Board of Directors of the B.C.S.L.A. The Board of Directors in turn will refer it to the President or to any two Directors for investigation and resolution.

### Please Note:

It is not appropriate to discuss or carry on any correspondence regarding grievances which have been referred to the Society with any other party than the Registrar and the Committee appointed to resolve the matter.

When written notice has been received from both parties indicating that the grievance has been settled to their satisfaction, the matter will be reported to the membership in the Society newsletter 'Sitelines'.