

**POC Ethics Committee
Redacted Complaint Report**

Date of this report: March 23, 2018

RE: Redacted Complaint Report

Date Complaint Received: January 18, 2018

Specific ethics/conduct principle(s) alleged to have been violated:

I will seek to deal with other POC members, professional colleagues, suppliers and employees in a fair and equitable manner, and maintain the highest standards of personal conduct to bring credit to the organizing profession.

Summary of the complaint:

The Complainant became increasingly frustrated because of disparaging comments made by the Respondent that were directed towards the Complainant – these comments were made in group settings that included fellow Chapter Executive Members and seemed intended to single the Complainant out.

In a separate event, an email was sent from the Respondent (as a fellow Chapter Executive Member) to the Executive in January 2017 that was perceived, by the Complainant, as a passive–aggressive complaint about the lack of action on the part of the Chapter Executive. The Respondent’s intention was positive, but due to previous unrelated comments the Respondent had made, it was not received as so.

Frustrations on both sides escalated around timing of responses to emails, which made the Respondent feel frustrated and resulted in an email from the Respondent that was rather sarcastic. This was the final straw for the Complainant and led to the filing of the complaint.

Summary of steps taken by Complaint Review Committee:

Initially, the committee voiced their position based on the complaint via email communication. The committee felt the complaint appeared to have merit and should be investigated further. A letter was sent to the Respondent to inform him/her of the complaint and we awaited the response prior to having our first conference call meeting to review and discuss the information that was provided to us.

Upon review of the extensive information provided by the Respondent in the response, and comparing that to the information provided to us via the complaint – it was challenging for the committee to keep in mind the actual complaint that was initiated by the Complainant – and the Ethics Conduct Principle cited. Although the Respondent raised some concerns about the situation within the chapter, and we were provided with explanations for the comments made, they only served to confuse the committee at times.

The committee felt a conversation with the Complainant would be helpful in getting more clarity and a deeper understanding of the basis for the complaint. The committee came up with a few questions that we hoped would shed light on some areas that we were unsure of. This call was scheduled between the Complaint Review Chair and the Complainant and the conversation was recorded. The recording was sent to the committee for their review and a second conference call meeting was scheduled with the committee.

The second, and final conference call was intended to voice our thoughts on all of the information that had been provided by both the Complainant and the Respondent, with the goal of arriving at a decision, which the committee was successful at doing.

Summary of findings/decision of the Complaint Review Committee:

The committee found the behaviour delivered on the part of the Respondent was unprofessional but did not find it was sufficient to merit an ethics violation which would stain the Respondent's POC record in perpetuity. We therefore recommended that this not be recorded as an ethics violation on the Respondent's file. However, should a similar complaint from any member be brought forward, this complaint would be taken into consideration.

Complaint Review Committee recommended appropriate course of action:

The Respondent was to provide a written letter of apology to the Complainant and refrain from making any undue comments moving forward.

It is unfortunate that the relationship between both parties had deteriorated to this point and that both now feel uncomfortable being in each other's presence. This is compounded by the fact that they are members of the same POC Chapter and it will be challenging to remain cordial with each other, but it is the hope of the committee to, at the very least, let the Respondent know that passive-aggressive comments will not be tolerated for any reason.

The Complaint Review Committee Chair was cc'd on an email from the Respondent to the Complainant that included a written letter of apology as per the committee's recommendation. The email was sent and received on March 15, 2018.

The Complainant sent an email to the CRC Chair on March 15, 2018 to thank the committee for their time and commitment and that he/she was content with the decision the committee had reached.

Date complainant was informed of decision: March 12, 2018

Date respondent was informed of decision: March 12, 2018