

Policy Title: Code of Conduct and Complaint Procedure for Security Staff

Policy Number: 01-03-08

Section:	Human Resources	Subsection:	Employee Conduct
Effective Date:	March 26, 2008	Last Review Date:	June 2014
Approved by: Council		Owner Division/Contact: Manager, Security, Facilities and Property Management Corporate Services Department	

Policy Statement

All Security Staff are required to adhere to the Code of Conduct outlined in this policy and any complaints from the public regarding the conduct of Security Staff will be addressed according to this policy.

Purpose

The purpose of this policy is to establish both a Code of Conduct and a complaints resolution procedure for complaints by the public regarding the conduct of Security Staff.

Scope

The City of Mississauga’s Corporate Policy and Procedure – Standard of Behaviour outlines the City’s expectations of all staff in conducting their duties. It permits individual departments or divisions to establish additional or more specific guidelines, based on the nature of the work performed. This policy is to be regarded as supplementary to Corporate Policy and Procedure – Standard of Behaviour.

All Security Staff are required to adhere to the Code of Conduct and to other City of Mississauga policies and procedures regarding employee conduct including, but not limited to:

- Standard of Behaviour
- Conflict of Interest
- Respectful Workplace
- Fraud and Theft
- Workplace Violence

Definitions

For the purposes of this policy:

“Security Staff” means any person employed by Corporate Security, on either a full-time or part-

time, contractual, permanent or temporary, union or non-union basis, including Transit Enforcement Officers.

Code of Conduct

The City of Mississauga expects Security Staff to:

- a) Act with honesty and integrity
- b) Respect and use all property and equipment in accordance with the conditions of his or her employment
- c) Comply with all federal, provincial and municipal laws and regulations
- d) Treat all persons equally, without discrimination based on a person's race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability
- e) Refrain from using profane, abusive or insulting language or actions that are otherwise uncivil to any member of the public
- f) Refrain from exercising unnecessary force
- g) Refrain from behaviour that is either prohibited or not authorized by law
- h) Respect the privacy of others by treating all information received while working as Security Staff as confidential, except where disclosure is required as part of such work or by law, and
- i) Co-operate with police where it is required by law

Furthermore, the City expects that no Security Staff will:

- a) Be unfit for duty, while working, through consumption of alcohol or drugs
- b) Conspire with another person or aid or abet another person in a breach of this code of conduct
- c) Wilfully or negligently make a false statement or complaint against another person, or
- d) Misrepresent to any person the type, class or conditions of his or her employment (this does not apply to an individual who is concealing his or her identity as security staff in order to carry out his or her duties)

Appropriate action, which may include disciplinary action up to and including termination of employment or the imposition of an assessment period, will be taken to address unacceptable behaviour.

Complaint Procedure

The City of Mississauga will receive complaints from the public related to a breach of the Code of Conduct or to any of the City's policies and procedures related to employee conduct by Security Staff.

Issues raised by members of the public regarding Security Staff conduct should be resolved at the point of contact if possible; if not, the complainant has the option to discuss the issue with

the Manager of Corporate Security (the Manager) before a formal written complaint is made. In situations where the complainant requests an investigation into the situation and/or disciplinary action to be taken, a written formal complaint must be submitted using the City of Mississauga - Security Staff – Complaint Form 2456.

Complaints in Writing

Written complaints against Security Staff must be submitted to the Office of the City Clerk via mail or in person. The Clerk or designated staff, is responsible for receiving the complaint, creating and maintaining a record of the date of receipt for the complaint and monitoring the number of complaints received.

Details of Complaint

The complaint should provide details of when and where the incident occurred, who was involved and provide a description of what happened. All complaints must be signed by the complainant or, in the case of a complaint made on behalf of a person under 18 years of age, by the person's parent or legal guardian.

Complaints Not Considered

Complaints should be made as soon as possible following the incident. Complaints filed 90 days or more after the incident may not be accepted, unless agreed to by the Director of Facilities and Property Management (the Director).

Investigation of Complaint

All complaint forms with the details of the complaint will be forwarded to the Commissioner of Corporate Services & Chief Financial Officer (the Commissioner) and the Director.

The Director will review the complaint with the Manager. If the complaint is deemed to be frivolous or vexatious it will not be pursued and the Director will advise the complainant of their decision. Otherwise, the Director, in consultation with Human Resources, will assign an investigator suitable to the circumstances of each complaint.

The investigation will be made in the context of existing City of Mississauga policies and procedures, accepted practices and relevant legislation in place at the time of the incident. The investigator will interview the complainant and the Security Staff, as well as any other witnesses to determine whether any of the City's policies regarding employee conduct have been breached. The investigator will provide a written report on the findings and recommendations and forward this to the Manager, Director and Commissioner.

The Manager and the Director, in consultation with Human Resources, will then take any necessary action, which may include disciplinary action and/or the imposition of an assessment

period. (Refer to Corporate Policy and Procedure – Standard of Behaviour for more information on disciplinary action and assessment periods.)

The Director or designate, will advise the complainant, or, in the case of a minor, his or her guardian, in writing, that the investigation into the complaint either revealed a contravention of the City's policies regarding conduct and appropriate corrective action has been taken, or revealed that no contravention took place and the matter is closed. Details of any disciplinary action taken will not be released to the complainant.

The Director will also advise the Clerk's office that the complaint process is complete and the date the file was closed.

Deadline for Complaint Resolution

Every effort will be made to investigate and respond to complaints within 30 days of receipt of the written complaint by the City Clerk.

If the complaint is not resolved within 30 days the Director will advise the complainant, or, in the case of a minor, his or her guardian, in writing, of the status of the investigation and the expected time frame for a response.

In cases where the complaint cannot be resolved within 30 days, the Director will endeavour to have the complaint resolved no later than 60 days following receipt of the complaint.

Revision History

Reference	Description
AC-0005-2008 – 2008 03 26	
June 23, 2014	Admin – added Workplace Violence policy, updated position titles