



Best Practices for Complainants

If you have been the target of inappropriate behaviour, here are some best practices to consider before you act:

- Give yourself some time to calm down.
- Rehearse some options and consider what is best and most effective.
- Discuss with a fellow council member for a different perspective.
- Ask the Chief Administrative Officer (CAO) for resources, tools and options.
- Introduce the conversation privately and give them the choice to talk about it now or later.
- Resist telling yourself a negative story.
- Be open, honest and transparent.
- Do not make assumptions; rather, ask questions.
- Stay open-minded to the other person's reasoning.
- Keep it private (do not gossip, etc.).
- Presume innocence/ignorance.
- Use non-judgemental words (stick to the facts).
- Do not dwell on it. Try to focus on possible solutions instead of holding a grudge.
- Consider your role.
- Be wise and 'let it go' at times.
- Ideally, respond within 24-48 hours.