



RECOURSE OPTIONS FOR MEMBERS

PROFESSIONAL STANDARDS

ISSUE	Any wrongdoing under the Code of Conduct.
1ST STEP	Disclose wrongdoing
TIME LIMIT	–
HOW	Disclose in writing.
HUMAN RIGHTS	A Human Rights Complaint alleging discrimination may be filed in tandem with a report to PSI. There is a 1-year time limit. The CHRC must be contacted ASAP after the intent to allege discrimination arises.
WHERE	<ul style="list-style-type: none">▪ Manager▪ Director of Security and Professional Standards Directorate▪ Professional Standards (PSI) generic email inbox
WHO RESPONDS	<ul style="list-style-type: none">▪ Tier 1: local managers▪ Tier 2: local managers, assistance from PSI▪ Tier 3: PSI Senior Investigator
HOW IS IT DEALT WITH	Investigation
ANONIMITY	May disclose anonymously.
REPRISAL	–
REPORT / OUTCOME	<ul style="list-style-type: none">▪ Investigative Report▪ Vetted copy provided to the respondent
APPEAL	–
AUTHORITY	<i>CBSA Code of Conduct</i>
MORE INFO	<ul style="list-style-type: none">▪ CBSA Guidance on Administrative Investigations into Alleged or Suspected Employee Misconduct (Apollo)▪ CBSA Policy on Administrative Investigations into Alleged or Suspected Employee Misconduct (under review) (Apollo)