

# CORRECTIONAL SERVICE CANADA

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## REPORT TO THE STANDING COMMITTEE ON PUBLIC ACCOUNTS: RESPECT IN THE WORKPLACE

RESPONSE TO RECOMMENDATIONS 4 AND 6



Correctional Service  
Canada

Service correctionnel  
Canada

Canada

## Office of the Auditor General, Standing Committee on Public Accounts' Report on Respect in the Workplace

Recommendation	Recommended action	Deadline
Recommendation 4	CSC should provide the Committee with a report outlining statistics on the number of workplace violence and harassment complaints, the number of cases where informal complaint resolution mechanisms were offered and the number of times these complaints were resolved informally, for 2018–2019, 2019–2020 and 2020–2021.	30 September 2021
Recommendation 6	CSC should provide the Committee with a report identifying the number of official harassment, discrimination and workplace violence complaints filed in 2018–2019, 2019–2020 and 2020–2021, and in how many cases an initial assessment was documented.	30 September 2021

*Note: To ensure consistent reporting among departments, CSC has reviewed its reporting to count the number of complaints by the number of complainants/principal parties not incidents/respondents. For ease of reference and comparison to previous reporting, we have continued to maintain the number of incidents/respondents.*

### Recommendation 4 – Harassment Complaints

Year	Number of complaints*	Number of incidents / respondents	Number of times informal complaint resolution mechanisms were offered	Number of times complaints were resolved informally
2018-2019	120	189	120	4
2019-2020	102	139	102	1
**2020-2021	76	121	76	1

\*Note: A complaint has one complainant but may have multiple incidents involving multiple respondents.

\*\*Note: 2020-21 data only includes the first three quarters as the fourth quarter falls under the new Work Place Harassment and Violence Prevention Regulations, which came into force on January 1, 2021.

### Recommendation 4 – Workplace Violence Complaint

Year	Number of complaints	Number of times informal complaint resolution mechanisms were offered	Number of times complaints were resolved informally
2018-2019	25	23	4
2019-2020	25	21	5
2020-2021*	14	14	3

\*Note: 2020-21 data only includes the first three quarters as the fourth quarter falls under the new Work Place Harassment and Violence Prevention Regulations, which came into force on January 1, 2021.

### Recommendation 4 – Workplace Harassment and Violence (Effective January 1, 2021)

Year	Number of complaints*	Number of notices of occurrences / respondents	Number of times informal resolution mechanisms were offered	Number of times notices of occurrence were resolved informally  *Effective March 31, 2021
2018-2019	N/A	N/A	N/A	N/A
2019-2020	N/A	N/A	N/A	N/A
2020-2021**	41	72	41	5

\*Note: A complaint has one complainant (principal party) but may have multiple incidents involving multiple respondents.

\*\*Note: 2020-21 data only includes the fourth quarter as the new Work Place Harassment and Violence Prevention Regulations came into force on January 1, 2021.

## Recommendation 6 – Harassment Complaints

Year	Number of complaints*	Number of incidents / respondents	Number of cases where an initial assessment was documented
2018-2019	120	189	120
2019-2020	102	139	102
2020-2021**	76	121	76

\*Note: A complaint has one complainant but may have multiple incidents involving multiple respondents.

\*\*Note: 2020-21 data only includes the first three quarters as the fourth quarter falls under the new Regulations, which came into force on January 1, 2021.

## Recommendation 6 – Workplace Violence Complaints

Year	Number of complaints	Number of cases where an initial assessment was documented
2018-2019	25	25
2019-2020	23	23
2020-2021*	14	14

\*Note: 2020-21 data only includes the first three quarters as the fourth quarter falls under the new Work Place Harassment and Violence Prevention Regulations, which came into force on January 1, 2021.

## Recommendation 6 – Workplace Harassment and Violence (Effective January 1, 2021)

Year	Number of complaints*	Number of notices of occurrence	Number of cases where an initial assessment was documented
2018-2019	N/A	N/A	N/A
2019-2020	N/A	N/A	N/A
2020-2021**	41	72	41

\*Note: A complaint has one complainant but may have multiple incidents involving multiple respondents.

\*\*Note: 2020-21 data only includes the fourth quarters as the new Work Place Harassment and Violence Regulations came into force on January 1, 2021.

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## Recommendation 6 – Discrimination complaints

Year	Total Number of complaints* received	Number of cases where CHRC referred complaint back to complainant to exhaust internal CSC grievance process	Number of complaints dismissed/rejected/withdrawn
2018-2019	46	22	12
2019-2020	51	35	8
2020-2021	42	21	5

\* These are formal discrimination complaints submitted via the Canadian Human Rights Commission. A complaint has one complainant, however may reference multiple incidents, involving more than one respondent.

## Recommendation 6 – Discrimination and Harassment Employee Grievances

Year	Total Number of grievances received
2018-2019	92
2019-2020	77
2020-2021*	36

\*Note, 2021-2021 data includes the number of grievances that have been filed until July 2021.