

A. η: Services and Corporate Initiatives

G. Golden Words

G.1 Complaints

- G.1.1** Complaints regarding the content of Golden Words may either be formal or informal. All formal complaints shall be, as indicated in the masthead of each edition of Golden Words, directed to the Chair of the Engineering Society's Advisory Board and forwarded to the editors.
- G.1.2** All complaints received by the Chair of the Advisory Board shall be considered formal (unless otherwise stated in the complaint). All complaints received by the editors shall be considered informal (unless otherwise stated in the complaint or if the complaint is also forwarded to the Chair of the Advisory Board).
- G.1.3** Formal and informal complaints must be acknowledged via e-mail or phone within 48-hours of their receipt. Formal complaints shall be acknowledged by the Chair of the Advisory Board. Informal complaints shall be acknowledged by the editors. In both cases the Vice-President (Operations) and the Director of Services will be notified by either the Chair of the Board or the editors. An acknowledgement must include an outline of the complaints process.
- G.1.4** Informal complaints may be written or verbal. If received by the editors they will be forwarded to the Director of Service and Vice-President Operations and dealt with on a case by case basis. However, all persons making complaints shall be informed of their right to file a formal complaint to the Engineering Society Advisory Board.
- G.1.5** The editors shall keep a complaint log containing an archive of all correspondence related to the resolution of a complaint (both formal and informal). In the case of verbal correspondence the editors shall note (at minimum) the time, date, and a summary of the conversation.
- G.1.6** The editors shall attempt to resolve all formal and informal complaints.
- a. Upon request the editors of Golden Words will arrange an in-person meeting with the complainant to discuss the material in question and possible resolutions moving forward.
 - i. The editors will note all meetings with the complainant(s) in the complaint log, and will inform the Chair of the Advisory Board of all such meetings. The Director of Services and Vice-President (Operations) will be included in all meetings and correspondence with the complainant.
 - b. Upon request the editors of Golden Words will provide their reasoning for including the content in question in the paper.

c. If, upon reflection on their editorial policy, the editors decide that the material in question was indeed inappropriate to publish they will consider the following remedies contingent on the severity of the content's inappropriateness

i. In the case of mildly (in the opinion of the editors and complainant) inappropriate material published in print, a formal apology will be included in the editorial section of the issue immediately following the resolution of the complaint

ii. In the case of severely (in the opinion of the editors and complainant) inappropriate material published in print, a retraction of the issue from circulation will be undertaken as soon as possible

iii. In the case of any inappropriate (in the opinion of the editors and complainant) material included in Golden Words' online publication, such material will be taken down within 72 hours of a formal resolution being reached

d. A formal complaint shall be considered resolved when:

i. The complainant(s) agree that the complaint has been adequately addressed.

ii. The complainant(s) fail to respond within 5 days of the editors' last response.

e. The editors will also inform Chair of the Advisory Board who will then inform the entire Advisory Board membership of the resolution of a complaint and any formal agreements made with the complainant(s).

G.1.7 The editors will respond to a formal complaint within a week. If the editors cannot resolve a formal complaint within a week of the complaint's receipt, the following process shall be followed:

a. The Chair of the Advisory Board shall call a special meeting of the Advisory Board.

b. This meeting shall convene within 72 hours of its calling.

c. The Engineering Society Advisory Board shall convene according to the rules of order in policy and shall recommend on a course of action according to its powers.

G.1.8 If a formal complaint has not been resolved within a week but both the complainant and editors do not wish the Engineering Society Advisory Board to be convened then they shall do so and keep the Board Chair informed on a weekly basis on the status of the complaint. The Chair of the Advisory Board will keep the remaining Advisory Board members up to date on the status of the complaint.

G.1.9 The Chair of the Advisory Board shall present all of the Board's recommendations to the complainant and the editors within 24 hours of a Board meeting adjourning.

G.1.10 All recommendations of the Advisory Board shall be recorded in a brief document, authored by the Chair of the Advisory Board, which summarizes the deliberations of the Advisory Board and presents the rationale for its recommendation.

G.1.11 Recommendations within the scope of the Advisory Board are:

a. Dismissal of the complaint.

b. To mandate changes in Golden Words Editorial Policy.

c. To mandate a correction, retraction or apology printed in Golden Words.

d. Letter of sanction of the editors.

e. Recommend to Vice President of Operations and Director of Services to immediately suspend the Editor(s) for a period of two weeks. Suspended editors:

- i. May not act in any official capacity for Golden Words.
- ii. May not attend Press Nite™, Masthead or any other Golden Words related activities.

f. Recommend to Vice President of Operations and Director of Services to remove the Editor(s) from their positions.

G.1.12 In the event that the Advisory Board recommends to remove an Editor,

a. The Vice President of Operations and the Director of Services have 12 hours to respond to the recommendation.

b. If the Vice President of Operations and the Director of Services take the recommendation to suspend/remove the editors;

- i. The removal shall take effect immediately.
- ii. The editor may not act in any official capacity for Golden Words.
- iii. The editor may not attend Press Nite™, Masthead or any other Golden Words related activities for a period determined by the Advisory Board.
- iv. The Chair of the Advisory Board shall produce a written statement documenting the process and justification of the removal of the Editor.
- v. A new editor may be hired at the discretion of the Vice-President (Operations)

G.1.13 In the event that Golden Words has no acting editors due to suspension or removal by the Advisory Board, a plan of operations must be determined in consultation with the Vice-President (Operations). This plan may include, but is not limited to, the following:

a. The Business and Operations manager will oversee the production of the paper with the assistance of the Vice-President (Operations), President and Director of Services.

G.1.14 If the editors of the paper, the complainant and Advisory Board cannot reach a mutually satisfactory resolution the complainant is welcome to file a Non-Academic-Misconduct complaint with the AMS.