

TITLE: Corrective Action Policy
SECTION: Human Resources Management
POLICY NO.: 04000-16

APPROVAL DATE: October 27, 2025

CAO Signature: 

PURPOSE

The Town of Amherst is committed to fostering a high-performing, respectful, and accountable workplace. This policy establishes the mandate for a clear, fair, and progressive system of performance and conduct management designed to clarify expectations, support employee development, and ensure compliance with our organizational standards.

SCOPE

This policy applies to all employees of the Town of Amherst. For unionized employees, the terms of the applicable collective agreement shall take precedence in the event of any conflict.

GUIDING PRINCIPLES

All corrective actions and performance management activities undertaken by the Town shall adhere to the following core principles:

Fairness and Due Process: Actions must be proportional, applied consistently, and respect the employee's right to respond and provide context.

Progressive Approach: The process will emphasize early intervention, coaching, and development to support improvement before formal disciplinary action is taken.

Clarity and Accountability: Expectations, concerns and potential consequences must be communicated clearly and respectfully.

DELEGATION AND RESPONSIBILITY

The Chief Administrative Officer (CAO) is authorized to develop, implement, and maintain a detailed Corrective Action Procedure. This procedure shall outline the specific step-by-step framework necessary to operationalize the principles set forth in this policy.

The procedure will be managed by the Human Resources department.

CONFIDENTIALITY

All matters related to performance management and corrective action will be managed with discretion and confidentiality. Information will be shared only with individuals who require it to perform their role.

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ROLES AND RESPONSIBILITIES

Title/Role	Responsibilities
Chief Administrative Officer	The CAO will: <ol style="list-style-type: none"> a. Authorize and delegate maintenance of a Corrective Action Procedure b. Serve as the final approval authority for all formal disciplinary actions and for all formal appeals
Directors/Managers	Directors/managers will: <ol style="list-style-type: none"> a. Uphold the guiding principles of this policy by promptly addressing performance and conduct concerns b. Ensure the fair, consistent application of the Corrective Action Procedure
Human Resources	Human resources staff will: <ol style="list-style-type: none"> a. Support management by providing guidance, ensuring policy compliance, and developing necessary training and support resources.
Employees	Employees will: <ol style="list-style-type: none"> a. Meet established standards for performance and conduct in the workplace b. Engage constructively in all feedback and improvement efforts required by the Correct Action Procedure

For Administrative Use Only:

VERSION LOG

Amendment Description	Policy Owner	Approved By	Approval Date
New Policy	Director, Human Resources	Council	October 27, 2025

Minutes Reference Date: 27 October 2025