



Policy Title:	Conflict Resolution Procedure
Policy Number:	

1. Appeals Process/Levels

These Procedures are designed to support the Conflict Resolution Policy.

2. Purpose

Informal Conflict Resolution Process

Employees are encouraged to resolve a concern or dispute in the workplace informally, by discussing it directly with the employee(s) involved and attempting to resolve the matter between them.

Formal Conflict Resolution Process

If an employee is not comfortable addressing the matter informally, or if the informal process has not resolved the concern or dispute, the employee can report the matter formally to their Supervisor, or to Human Resources. Reports may be made orally or in writing.

Employees must provide as much information as possible when reporting workplace concerns or disputes, such as particulars of the dispute or concern, the names of the people involved and any witnesses, where and when the events occurred (if applicable), and any attempts that have been made to resolve the matter. If there are relevant paper or electronic records or documents, such as emails, handwritten notes, text messages, photographs, etc., they should be provided.

All reports will be taken seriously, and will be dealt with fairly, promptly, sensitively, and confidentially.

The University will take the steps it considers necessary and appropriate to resolve the matter.

If an investigation is conducted, it will be approached in an unbiased manner. All employees who are involved in the conflict or dispute are entitled to a fair hearing. They will be interviewed, as well as any other witnesses. The respondent will be given the details of the complaint and will be provided with a reasonable opportunity to respond. All participants must cooperate with any investigation and provide any details of incidents they have experienced or witnessed.

The University may attempt at any stage of the process to mediate the concern or dispute.

The outcome of the formal process will depend on the nature of the concern or dispute, and the relevant circumstances. If the University decides that action is required, such action may include, but will not be limited to, education, training, counselling, transfer of an employee, review of policies and procedures, etc. If an employee is found to have engaged in misconduct, disciplinary action may be taken, up to and including termination of employment

3. Retaliation Prohibited

The University prohibits retaliation against an employee:

- for making reports and/or for participating in investigations relating to workplace concerns or disputes, provided the employee has acted in good faith and based on a reasonable belief, or
- who, in connection with any proceeding by or before any regulatory authority, administrative agency, government enforcement agency, court, arbitration or other governmental forum or body, lawfully participates and/or assists in an investigation or hearing and/or provides testimony or files a complaint or claim.

4. Breach of this Policy

Any employee who fails to comply with this Policy may be subject to disciplinary action, up to and including termination of employment.

An employee may also be subject to disciplinary action if the employee:

- makes a report pursuant to this Policy that is malicious, frivolous, vexatious, in bad faith or without reasonable belief; or
- retaliates against another employee in breach of this Policy

5. Amendments to this Policy

The University reserves the right to amend or update this Policy from time to time at its sole discretion.