

#### EMPLOYEE CONDUCT- CONFLICT RESOLUTION AND COMPLAINTS

HR C5

#### INTENT

To provide a process to guide dispute resolution in the workplace that strives for fairness, consistency and expedience. This policy addresses the process for employees to report and resolve breaches of the Employee Code of Ethics and issues of bullying and harassment in the workplace. No reprisal will result from the submission of a complaint provided no malice was intended.

#### POLICY

Sunshine Coast Community Services Society believes that consensus is the goal of the conflict resolution procedure. If consensus cannot be reached through combined skills and effective communication, the following procedures make available a process to resolve serious employment-related problems as quickly as possible. All complaints shall be handled confidentially. Wherever a stipulated time is mentioned the said time may be extended by mutual consent of the parties. The conflict resolution procedures are not intended to interfere with any union grievance procedure or other external procedure that has been initiated. Orientation packages will include the conflict resolution and complaint procedures. This process is not to be used by supervisor(s) when addressing performance issues with staff whom they supervise. For those situations supervisor(s) are advised to refer to ***Section HR D4 – Employment Conditions: Discipline and Termination.***

The Procedure outlined below is the process by which employees can address incidents of bullying and harassment. Employees will be made aware of this policy by the Program Directors.

#### PROCEDURE

##### Employees, Students and Volunteers

1. The employee, student or volunteer will attempt to resolve the issue with the person directly.
2. If the issue is not resolved at this level, it will be taken in writing to the supervisor(s) of the parties involved. Human Resources and the Executive Director will also be advised of the complaint. The written complaint should include the following, where applicable:
  - Name(s) of the complainant(s) and the respondent(s)
  - A description of the action(s), conduct, events or circumstances
  - Date, time, and place of the incident(s)
  - Prior attempts to resolve the situation
  - Remedy sought

3. The supervisor(s), with the assistance of human resources, will conduct a fact-finding investigation of the circumstances with relevant staff, student(s) or volunteer(s) on an individual basis and document all discussion. The staff, student, volunteer, supervisor(s) involved may request the presence for any discussions, of another staff/student/volunteer chosen by mutual agreement.
4. The supervisor(s) and human resources will discuss the findings and attempt to reach a mutually acceptable resolution with the parties involved within fourteen working days.
5. A report outlining the investigation process, results, and resolution is prepared by the supervisor(s) or human resources and given to the parties involved and Executive Director.
6. If the complaint concerns the employee's supervisor then the employee may report directly to the Program Director and/or the Executive Director.
7. Should the staff/student/volunteer continue to be dissatisfied, a complaint may be submitted in writing to the Executive Director within 30 days. The investigation may be re-visited and all individuals involved will be consulted. At this time the Executive Director may decide that it would be helpful to engage the services of a mediator or consultant to help resolve the conflict. In the end a decision by the Executive Director will be submitted in writing to the staff/student/volunteer member within fourteen days. Decisions of the Executive Director are considered to be final. The Executive Director's decision may include recommendations such as job description review and professional development.
8. The complaint may be withdrawn by the complainant in writing to the Executive Director. If the complainant takes such action, the issue is then no longer considered to be a conflict and all related documentation will be shredded.
9. A written summary of the resolution of the complaint shall be filed in the personnel file of the involved staff member(s), is to be treated as confidential, and shredded after one year.

**Reference:** For client and community stakeholder disputes refer also to B IS 7 Conflict Resolution

<b>EFFECTIVE:</b> Dec. 1, 2015	<b>APPROVED BY:</b> Executive Director	
<b>REPLACES:</b> April 1, 2014	<b>MONITORING:</b> Executive Director	<b>FREQUENCY:</b> Annually