

STATEMENT of POLICY and PROCEDURE			
Chapter:	Human Resources	SPP No.	HR 5.02.ON
Section:	Employee Relations	Issued:	Dec. 16, 2019
Subject:	DISPUTE RESOLUTION	Effective:	Jan. 1, 2020
Issue to:	All Manual Holders	Page:	1 of 2
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Issued by:	Community Resource Centre	Dated:	

1 POLICY

- 1.01 The **Community Resource Centre** believes in resolving employee concerns and disputes, related to their employment relationship, in a prompt and equitable manner.
- 1.02 Employees who express any concerns, or lodge a formal complaint under this policy, or who provide information regarding a complaint under this Statement of Policy and Procedure may do so without fear of retaliation or reprisal. Any such conduct will be subject to immediate corrective action.

2 PURPOSE

- 2.01 The purpose of this Statement of Policy and Procedure is to provide an effective problem-solving and dispute resolution process that every employee can utilize without concern for reprisal or recrimination. It is a vehicle by which employees may lodge complaints or express concerns to management about their employment relationships with the **Community Resource Centre**, or on other issues.

3 SCOPE

- 3.01 This Statement of Policy and Procedure applies to all employees.

4 RESPONSIBILITY

- 4.01 Supervisors are responsible for investigating and responding to employees in a timely manner regarding issues or concerns raised through this procedure.
- 4.02 Employees who believe they have legitimate complaints or concerns are encouraged to use these procedures — without fear of reprisal or recrimination.

5 DEFINITIONS

None.

6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

SPP HR 5.01.ON — Employee Relations Principles

7 PROCEDURE

7.01 Informal problem-solving

Employees who believe they have legitimate concerns about any aspect of their employment relationship with the **Community Resource Centre** should first discuss those concerns with their immediate manager and attempt to resolve them satisfactorily. Supervisors are required to discuss and/or investigate any concern raised, and to respond in an appropriate manner, within **[two (2)]** working days of learning of the concern or dispute. If the issue is not resolved in a manner that is

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satisfactory to the employee, a formal complaint may be lodged by the employee.

7.02 **Formal problem-solving**

- (a) If an employee's concern is not resolved in a satisfactory manner, through the informal problem-solving process, a formal complaint may be lodged, within **[five (5)]** working days of the facts becoming known that give rise to the concern or dispute.
- (b) A formal complaint is required to be in writing, on the Incident Resolution Form. The completed and signed Form shall be addressed to the employee's immediate manager and be presented to that manager. The employee may request the assistance of any member of the **Community Resource Centre** in preparing a formal complaint. Preparing a formal complaint will not be interpreted as criticism of the immediate supervisor. The recipient of a formal complaint shall provide a copy of the complaint to the recipient's immediate superior.
- (c) Within **[two (2)]** working days of receiving a formal complaint, or at a time mutually agreed upon, the supervisor's direct superior shall meet with the employee and supervisor, investigate the complaint, and respond, in writing, to the employee who lodged the complaint. If the matter is not resolved in a satisfactory manner, the employee may appeal the matter, within **[five (5)]** working days of receiving the written response, and consult with the **Executive Director**, in an attempt to resolve the issue. The **Executive Director's** decision shall be final and binding upon the parties.