



## EMPLOYEE DISPUTE RESOLUTION PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Category:	Human Resources
Parent Policy:	C34
Approval Date:	June 9, 2021
Effective Date:	July 1, 2021
Procedure Owner:	Chief Human Resources Officer

Overview:	<p>This procedure is an alternative to the dispute resolution process contained in the College policies or collective agreements with OCFA and AUPE and is intended to provide a mechanism to resolve disputes where the provisions of those agreements and policy do not apply. OCFA or AUPE members may choose to address disputes through the grievance procedures in their respective collective agreements.</p>
Procedures:	<p><b>DISPUTE RESOLUTION PROCESS</b></p> <p>To resolve disputes which may arise from time to time, employees may pursue informal or formal means of resolution.</p> <p><b>Negotiation:</b> Where possible, employees should address the dispute directly with the college staff member involved and seek to resolve the matter. It is expected that most issues can be resolved through discussion held in good faith.</p> <p><b>Mediation:</b> If no agreement can be achieved through negotiation between college staff members, the employees may choose to involve the person(s) they report to. The supervisor(s) will be expected to review the relevant facts and discuss the issue with the parties within 10 business days to see if a resolution can be found through mediation. If the dispute involves the employee's supervisor, a request for mediation assistance may be made to the Human Resources Business Partner or Manager.</p> <p><b>Arbitration:</b> If the initial steps of negotiation and mediation fail to produce a resolution, the complainant may refer the dispute to the head of Human Resources.</p>

	<p>Within fifteen business days of the receipt of the complaint, the head of Human Resources (or a designate) along with the appropriate College Leadership Team (CLT) member(s) shall conduct a hearing to consider the dispute. Submissions may be made in writing or in person along with any related documentation. The person referring the dispute must identify the nature of the dispute, the steps taken to try and resolve it and the requested resolution. The parties to the dispute and representatives from Human Resources and the school/department involved may be asked to participate in a hearing.</p> <p>Within ten business days of the hearing, the head of Human Resources (or a designate) will issue a decision. The decision may be in the form of non-binding recommendations to resolve the dispute or may be in the form of a final and binding decision.</p>
<p><b>Definitions:</b></p>	
<p><b>Related Information:</b></p>	<p><a href="#">A25 Code of Conduct</a>  <a href="#">AME Terms of Employment June 2016.pdf</a> Part VI. Grievance Procedure   <a href="#">OCFA Collective Agreement 2018 2020 (3).pdf</a> Article 20 Dispute and Grievance Resolution Procedures   <a href="#">AUPE Collective Agreement- Expires June 30, 2020.pdf</a> Art 21 Grievance Procedure</p>
<p><b>Review Period:</b></p>	<p>1 year initially</p>
<p><b>Revision History:</b></p>	<p>July 2021: New</p>