

Policy Number:	8002
Policy Title:	Conflict Resolution
Approved By:	President
Approval Date:	August 24, 2020
Effective Date:	August 24, 2020
Review Date:	June 30, 2023
Next Review Date:	June 30, 2026

1. Policy Statement

- 1.1. University Canada West (“**University**”) is committed to prompt and fair resolutions of workplace concerns or disputes.

2. Purpose

- 2.1. The purpose of this Policy is to outline the process for resolving concerns or disputes in the workplace that are not addressed in another University policy (e.g., *Respectful Workplace*, *Sexual Violence and Misconduct* policies).

3. Scope

- 3.1. This Policy applies to Employees and contractors hired on an ongoing or fixed term basis.

4. Definitions

- 4.1. The following definitions apply to this Policy and the associated Procedure:

Word/Expression	Definition
Employee	Means an employee of the University, including administrators, faculty, and staff.
Retaliation	Means any adverse action taken against a person because that person seeks advice on making a complaint, makes a complaint, or cooperates in an investigation of a complaint under this Policy.

5. Informal Conflict Resolution

- 5.1. Employees are encouraged to resolve a concern or dispute in the workplace informally by discussing it directly with the Employee(s) involved.
- 5.2. Employees may contact Employee Relations for support.

6. Formal Conflict Resolution

- 6.1. If an Employee is not comfortable resolving the conflict informally, or if the Informal Conflict Resolution Process has not resolved the concern or dispute, then the Employee can report the matter formally in writing to their manager or to Human Resources.
- 6.2. The University shall take the steps it considers necessary to resolve all reports pursuant to the associated Procedure.

7. Retaliation Prohibited

- 7.1. The University prohibits Retaliation, provided that the Employee has acted in good faith and based on a reasonable belief, or who assists in an investigation.
- 7.2. An Employee may be subject to disciplinary action if the Employee retaliates against another Employee.

8. Policy Contravention

- 8.1. An Employee who fails to comply with this Policy may be subject to disciplinary action, up to and including termination of employment.
- 8.2. An Employee may be subject to disciplinary action if the Employee makes a report under this Policy that is malicious, frivolous, vexatious, in bad faith, or without reasonable belief.

9. Confidentiality

- 9.1. Confidentiality of all persons and information involved in a conflict resolution process is expected.
- 9.2. Employees who have obtained personal information about an identifiable individual through their participation in a conflict resolution process must not disclose this information to anybody except their own personal advisors or representatives, or as required by law.
- 9.3. The University does not disclose any personal information related to a conflict resolution process except to the extent that such disclosure is:
 - 9.3.1. to a University representative, if necessary for the performance of that individual's duties;
 - 9.3.2. to participants in the conflict resolution process, if necessary for the conduct of the process;
 - 9.3.3. authorized by the affected individual(s);
 - 9.3.4. authorized by this Policy; or

9.3.5. authorized or required under law.

9.4. Information may also be shared where:

9.4.1. an individual is at imminent risk of self-harm;

9.4.2. an individual is at imminent risk of harming another individual; or

9.4.3. there are reasonable grounds to believe that others may be at risk of harm.

10. Responsibility

10.1. This Policy is administered under the authority of the Vice President, People & Culture (Human Resources) who is responsible for the maintenance of this Policy and the associated Procedure.

11. Applicable Legislation

11.1. None.

12. Related Policies

Policy Number	Policy Title
8001	Respectful Workplace
8003	Standard of Conduct
8009	Sexual Violence and Misconduct
8023	Conflict of Interest and Conflict of Commitment

13. Related Procedure

Procedure Number	Procedure Title
8002p	Conflict Resolution