

Procedure Number:	8002p
Procedure 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. Purpose

- 1.1. This Procedure is designed to support Policy 8002.

2. Definitions

- 2.1. The definitions outlined in Policy 8002 apply to this Procedure.

3. Informal Conflict Resolution Process

- 3.1. Employees can speak directly with the Employee(s) involved and attempt to resolve the matter between them.
- 3.2. Employees may also email Employee Relations at employeerelations@ucanwest.ca for support on resolving the conflict informally (*e.g.*, facilitating a conversation between the Employees involved, providing resources on conflict resolution).

4. Formal Conflict Resolution Process

- 4.1. Employees who are not comfortable resolving the conflict informally, or if the Informal Conflict Resolution Process has not resolved the concern or dispute, can report the matter formally in writing to their manager or to Human Resources at employeerelations@ucanwest.ca.
- 4.2. Employees must provide as much information as possible when reporting workplace concerns or disputes, including:
 - 4.2.1. particulars of the dispute or concern;
 - 4.2.2. the names of the people involved and any witnesses;
 - 4.2.3. resolution attempts;
 - 4.2.4. relevant documents (*e.g.*, emails, handwritten notes, text messages, photographs).

- 4.3. The University shall take steps it considers necessary to resolve the matter, including mediations or investigations conducted by a Human Resources representative or third party.

- 4.4. Regarding investigations:
 - 4.4.1. The respondent is provided with a reasonable opportunity to respond.
 - 4.4.2. All individuals involved, including witnesses, are interviewed.
 - 4.4.3. Participants must cooperate with any investigation and provide details to the investigator.

- 4.5. After the Formal Conflict Resolution Process is completed, the complainant and respondent shall receive a written outcome from Human Resources.
 - 4.5.1. The written outcome is added to their employment files.
 - 4.5.2. The outcome may be a recommended resolution such as education, training, counselling, or transfer of an Employee to another position.
 - 4.5.3. If an Employee is found to have engaged in misconduct, then disciplinary action may be taken, up to and including termination of employment.

5. 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