



SECTION: Human Resources

POLICY: HR 14

REVISED: November 2014

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EMPLOYEE CONFLICT RESOLUTION

PREAMBLE

Contact Brant is committed to providing a respectful and fair working environment free of conflict. Conflict resolution and grievance procedures for employees are established to provide employees with a means to raise concerns in an open and fair manner regarding any conflict in the workplace, to express any dissatisfaction with respect to issues related to their employment, or to identify any deviation from policies and procedures or legislation.

Procedures should ensure prompt and reasonable resolution. Under no circumstance should any employee fear discrimination or reprisal in the workplace as a result of the filing of a complaint.

POLICY

Contact Brant is committed to providing a respectful and fair working environment free of conflict and supports conflict resolution.

PROCEDURE

1. The following conflicts should be reported and Contact Brant will strive to address them with reasonable resolutions:

- Disputes with co-workers or management that have unwanted and unresolved consequences
- Perceived unfair or inequitable treatment
- Harassment whether sexual, discriminatory, or personal in nature
- Abuse of authority
- Administration of company policies.

2. Discussion:

Employees are encouraged to discuss the unwanted behaviour or actions with the offending party as the situation dictates.

- Under ideal circumstances, the two parties will reach a reasonable resolution without the necessity of the filing of a formal complaint.
- In the event that a discussion is not feasible or fails to reach a reasonable resolution, a formal complaint may be filed.

3. Reporting:

Complaints stemming from unresolved employee conflicts can be brought directly or submitted in writing to the Chief Executive Officer.

- Complainants should submit any pertinent documentation including a record of the details of the unwanted circumstance(s), the names of any applicable witnesses, and any attempts made to resolve the issue.
- Formal complaints should be submitted in a timely fashion from the date of the alleged incident(s)
- In all cases where formal complaints have been lodged, it is important to maintain a policy of strict confidentiality between the complainant and the Chief Executive Officer.

4. Employee Expectations:

- The Chief Executive Officer will review and investigate all formal complaints.
- In the event that the employee has a complaint about the Chief Executive Officer, or where an employee does not feel the issue has been successfully resolved with the Chief Executive Officer, the employee may relay the grievance in writing to the Contact Brant Board of Directors by mailing directly to the Chair of the Board of Directors, or by delivering the message in a sealed envelope to the Board of Directors marked 'confidential' through the Executive Assistant with responsibilities to the Board.
- Employees will be treated fairly throughout the process, as either a complainant, or alleged offending party
- Employees will be responsible for maintaining confidentiality regarding their involvement and the complaint itself
- Employees are required to fully comply with the Conflict Resolution Policy including co-operating with any investigations in relation to complaints
- For investigative purposes, the offending party may be notified
- Anonymous complaints will not be reviewed.

5. Employer Responsibilities:

- The Chief Executive Officer will be responsible for enacting preventative measures to ensure a workplace that is free from harassment, and for the communication of policy and procedures
- The Chief Executive Officer will receive and address filed complaints in an appropriate fashion through investigation of any complaints, and attempting to reach a reasonable conflict resolution by informing the complainant and the offending party of possible resolutions available.
- The Chair of the Board and Board of Directors will receive and address filed complaints in an appropriate fashion through investigation of any complaints, and attempting to reach a reasonable conflict resolution by informing the complainant and the offending party of possible resolutions available.

6. Resolutions:

- If an apology is made by the offending party, and the complainant accepts the apology, this may be viewed as a reasonable resolution.
- All attempts shall be made to reach a reasonable resolution through mediation of the complaint with both parties involvement.
- In the event that a complaint is substantiated and a reasonable solution to halt the unwanted behavior or action through mediation is not possible, the Chief Executive Officer may discipline the employee, following the Progressive Discipline Policy. The complainant will not be provided with the details of any disciplinary action but will be informed that the issue has been addressed with the employee.
- In the event that a complaint is not substantiated due to lack of evidence or other reasons, both parties shall be informed with the rationale used. The complainant shall be notified first. Both parties should be reminded that an unsubstantiated complaint does not necessarily mean that it was filed under false or frivolous pretences. A complainant may request that the investigation be re-opened in the event that pertinent new evidence can be provided, or a reprisal due to the allegation has occurred.

7. False or Frivolous Complaints:

Employees should be cognizant of the fact that a formal complaint against another employee is a serious allegation with repercussions.

- Where a complaint is found to be either false or frivolous, or where supporting documentation for a complaint has been falsified, the complainant may be subject to disciplinary measures according to the Progressive Discipline Policy.

8. Records:

The Chief Executive Director will file all formal complaints, accompanying documentation, and the findings of any investigation in a secure file folder. Information from a previous investigation resulting in a substantiated complaint may be used for review and consideration purposes in the event of a new allegation.

9. The Chief Executive Officer will report to the Board of Directors annually on the number of formal conflicts and the general nature of the issues without disclosing employee names or specific identifying details.