

<b>SUBJECT:</b> Conflict Resolution	<b>POLICY NO:</b> INT-12	<b>LAST REVIEWED:</b> April 2018
<b>APPROVED BY:</b> Executive Board	<b>MANAGED BY:</b> Human Resources Manager	<b>NEXT REVIEW:</b> April 2020

**SUMMARY**

**Policy Statement**

BCITSA is committed to sustaining a positive work environment in which employees work together constructively. From time to time, individuals may come into conflict with another individual, which may negatively impact the work environment of themselves and others. This Policy has been established as a foundation for ensuring that individuals can find a reasonable resolution between all parties.

**Purpose of This Policy**

The purpose of this Policy is to:

- Establish a standard mechanism for employees to address any conflicts they are met with, and to provide a procedure by which they can deal with these complaints.

**Application of This Policy**

This Policy applies to all full-time and part-time employees, contracted positions, Executives, and Councillors.

This Policy is in addition to, and not in substitution for rights an individual may have under existing legislation, such as the *BC Human Rights Code*.

**Related Documents and Legislation**

Legislation

- *BC Human Rights Code*
- *BC Employment Standards Act*

BCITSA

- INT-11 – Respectful Workplace

**Forms Associated With This Policy**

N/A

**Amendment History**

- Created 2018-04-16
- Amended [DATE]

**DEFINITIONS**

**Advisor**

An Advisor is defined as an individual whose responsibility is to carry out fair process, and to ensure that all complaints are handled following strict adherence to the procedures as set forth by this Policy.

**DUTIES AND RESPONSIBILITIES**

**Human Resources Manager**

The Human Resources Manager is responsible for the interpretation and enforcement of this Policy. The Human Resources Manager also carries out the duties of an Advisor as per this Policy.

**POLICY**

**1. Employees**

**1.1. Employee Relations**

- a. Employees shall have the right to equitable treatment and the right to freedom from harassment and discrimination in the workplace.
- b. Employees are encouraged to resolve issues as they arise in order to foster sound working relationships.

**1.2. Confidentiality**

- a. BCITSA recognizes the difficulty in coming forward with a complaint to another employee, and a complainant’s interest in keeping the matter confidential.
- b. Confidentiality shall be maintained throughout any complaint as outlined in this Policy and related procedures.
- c. Information relating to a complaint shall only be disclosed to the extent necessary to carry out the relevant policies and procedures.

- d. All records of conflict resolution, including contents of meetings, interviews, results of investigations, and other relevant material shall only be disclosed to the extent necessary to carry out the relevant policies and procedures.

## **PROCEDURE**

### **1. Conflict Resolution Procedure**

#### **1.1. Conflict Resolution**

- a. BCITSA recognizes that every situation is unique and may require some modifications to better serve those involved. If an employee needs clarification about the process, they shall be encouraged to contact the Human Resources Manager.
- b. Whenever practicable, employees experiencing a conflict with another individual are encouraged to discuss their concerns with the individual in question.
  - i. If an employee does not feel comfortable approaching the other party, or if they are not satisfied with the resolution arising from discussing the conflict with the other party, they shall discuss the issue with their respective manager. If the conflict is related to their respective manager, the employee may discuss the issue with an Advisor. If the matter is complicated, the manager or Advisor may need time to propose an adequate resolution.
  - ii. If at any point in this process it is determined that the conflict is related or attributed to an issue regarding harassment or discrimination, the matter shall be dealt in accordance with INT-11 – Respectful Workplace.
- c. If the problem is not resolved to the employee's satisfaction, or if they are uncomfortable discussing their problems or concerns with their respective manager, they may submit a written statement to the Executive Director, including the incident description, date and time, witness(es), and how they wish the issue to be resolved. This step may involve a scheduled meeting.

- i.** Depending on the specific nature of the concern, the Executive Director may seek out additional information that will enable them to render a decision.
  - ii.** The Executive Director may use external specialists or consultants, a management review team, or other means as deemed necessary by the Executive Director, to address the concern.
- d.** Employees shall receive a decision regarding the matter and/or explanation of future actions from the Executive Director within 10 working days.
- e.** In all cases, the decision of the Executive Director shall be final.