

Speech and Hearing BC Policy Statement and Procedures

III.6

AREA: Operations

SUBJECT: Speech and Hearing BC Staff Conflict Resolution/Grievance Procedure

POLICY:

Each supervisor and staff will make every reasonable effort to resolve concerns through an informal process. Work-related problems should be communicated as soon as possible after they arise, with the objective of resolving concerns through informal discussion. If reasonable attempts at reconciliation fail, the staff has the right to pursue mediation or a formal complaint without fear of repercussions.

Speech and Hearing BC Directors and staff will adhere to the following principles throughout a Grievance procedure:

- Confidentiality will be maintained by all parties involved
- The person who is the focus of the complaint will be notified of the complaint, the nature of the complaint and the identity of the complainant
- Staff will not be discriminated against for exercising the right to bring forward a grievance in good faith
- Staff who knowingly file a false complaint will be subject to appropriate disciplinary action. This action may be pursued using the **Grievance Procedure** below
- The results of the procedure will be communicated clearly and in a timely fashion to the complainant and the subject of the complaint

PROCEDURE:

- In the event that an issue cannot be resolved through informal means, either or both parties will refer the matter to the President for mediation. This is the initial and preferred first stage of the grievance procedure.
- If a satisfactory resolution still cannot be reached, the staff will bring the grievance to the Executive Committee in writing.
- The Executive Committee will make a ruling based upon the information available to them.
- The Executive Committee's decision will be communicated to the involved parties as soon as possible. The matter will then be considered closed.