

# Grievance & Dispute Resolution Policy

## 1. Rationale or background to policy:

This policy outlines the procedures involved when an employee/contractor has a grievance and the process involved to come to a resolution.

## 2. Policy Statement:

Calgary Progressive Lifestyles Foundation (CPLF) feels it is the utmost importance for the employees/contractors to openly discuss their concerns and for a timely resolution.

## 3. Procedures: Guidance in support of day-to-day decisions

Supervisors are to follow the Right to Refuse Unsafe Work decision tree. This is to be used in conjunction with an individual's support plan and other documentation in place. Staff members who refuse work due to safety concerns will be reassigned during the review. They will not face discrimination nor retaliation due to their refusal.

1. Parties to the dispute are to attempt a resolution amongst themselves if possible.
2. If resolution still hasn't been reached, the grievance is to be communicated to the supervisor. The supervisor is to utilize the Dispute Resolution form to document efforts in resolving the dispute/grievance.
3. If the supervisor can't resolve the situation, the supervisor will have the HR Manager try to resolve the dispute/grievance.
4. If the HR Manager can't resolve the situation, then the C.O.O will attempt to resolve the situation.
5. If the C.O.O. can't resolve the situation then the unresolved disputes/grievance will be forwarded to the CEO. If the CEO can't resolve the situation than a 3rd party mediator may be considered to help in resolution.

CPLF feels that employees at any level shall be aware of the following:

- That they have the right to be heard and their problems or concerns addressed in a timely manner;
- That they are to be free of any reprisal or retaliation of any kind taken against them for filing a grievance;

- All staff involved in the dispute resolution process shall be maintained in strict confidentiality;

- Should any staff have a conflict of interest at any level in the grievance process, an alternate will be appointed by the Supervisor to address the concern; 3rd party mediators may be utilized.



# Dispute Resolution Form

\_\_\_\_\_

Dispute brought forth by Employee/Contractor

\_\_\_\_\_

Date

**Concern:**

**Negotiation:**

Action	Parties involved	Resolution

Concern Resolved:      Yes      No

**Mediation:**

Action	Parties involved	Resolution

Concern Resolved:      Yes      No

**Arbitration:**

Action	Parties involved	Resolution

Concern Resolved:      Yes      No

**Court:**

Action	Parties involved	Resolution

---

Signature of Employee/Contractor

---

Date

---

Signature of CPLF Representative

---

Date