

# Imperial Valley College

## Employee Conflict Resolution Form

The purpose of the following procedure is to establish an internal process for employees to express and work towards resolving issues, with any employee of the District, in a fair and timely manner. For issues that are related to a unit member's collective bargaining agreement (grievances) or complaints of discrimination / harassment, please refer the employee to the human resources office for the appropriate documents and procedure.

Issues excluded from this conflict resolution process:

1. Sexual harassment, sex discrimination, or disabled discrimination complaints. For these concerns, employees need to be referred to the appropriate procedures as outlined in the District Policy for Handling Discrimination Complaints.
2. Pay and benefits disputes.
3. Contract grievances.

### **Informal Conflict Resolution Procedure:**

Conflicts happen at work. While the district strives towards facilitating a work environment that is conducive to productivity, teamwork, and civility – disagreements are inevitable. When conflict arises or an employee believes that he/she needs to document an issue for their chain of command to review, the employee may choose to resolve the dispute at the informal level by completing the Employee Conflict Resolution form (attached). Parties involved shall be encouraged to meet and openly discuss the matter in order to understand divergent perspectives, explore alternatives, and attempt to arrive at a satisfactory resolution to the issue. The supervisor at each level will have 15 days from the date they receive the request to complete a written response to the petitioning employee.

The process is summarized as follows:

Step 1 - Employee completes the form

Step 2 – Immediate Supervisor attempts resolution and gives a written response\* (15 days)

Step 3 (if needed) – Administrator attempts resolution and gives a written response\* (15 days)

Step 4 (if needed) – VP attempts resolution and gives written response\* (15 days)

Step 5 (if needed) – President attempts resolution and gives written response\* (15 days)

\*After each step the employee indicates, on the form, if the issue is resolved or not.

Step 1:

The completed Employee Conflict Resolution form must be submitted to the Human Resources Office. Upon receipt of the form, the CHRO will appropriately forward a copy of the complaint form through the proper chain of command. If the complaint is about the immediate supervisor then the area administrator or VP will initiate the process.

Steps 2-5:

The immediate supervisor (or administrator) shall facilitate meetings, gather information, review policies and procedures, and within 15 working days compile a written response to the petitioner. The supervisor / administrator needs to establish meeting timelines and guidelines and work collaboratively on problem solving. The supervisor should meet with each of the affected parties separately and/or together as they determine is appropriate. The petitioning employee will circle either "Y" for yes or "N" for no on the form. A copy of all of the written responses will be forwarded to the HR office and, if needed, be subsequently forwarded to the next level. Responses will be forwarded to the HR office for the petitioner's personnel file.

Not all conflicts will be resolved to the petitioner's satisfaction by using this approach but they will all be addressed. The Superintendent / President has the final decision. Face-to-face meetings are strongly encouraged and HR can assist with meeting facilitation upon request.

If you need assistance please don't hesitate to contact the HR office.

July 2009

## EMPLOYEE CONFLICT RESOLUTION FORM

**This form is meant to serve as an optional way to allow employees to help resolve conflicts that don't rise to the level of discrimination, sexual harassment, or contract grievances. Those types of complaints have specific procedures, mandated by law, and you should contact the Human Resources office for assistance.**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_ Immediate Supervisor: \_\_\_\_\_

1. Please outline the concern(s), which resulted in your decision to initiate this process. Specific examples / dates detailing your concern(s) are encouraged. Ensure to include the impact it has on the work environment. Feel free to attach additional pages if more space is necessary.

2. What specific remedies would help resolve this issue?

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Upon completion, submit to Human Resources. The form will then be forwarded through your chain of command. Within 15 working days the supervisor /administrator will respond to you in writing and will ask you to indicate if the issue has been resolved to your satisfaction (simply circle "Yes" or "No" below).**

Date received in Human Resources _____	Received by _____	
Date submitted to Immediate Supervisor _____	Received by _____	Resolved: Yes No
Date submitted to area Administrator _____	Received by _____	Resolved: Yes No
Date submitted to area Vice President _____	Received by _____	Resolved: Yes No
Date submitted to President/Superintendent _____	Received by _____	Resolved: Yes No

-Completed written responses should be copied and sent to HR for the petitioner's personnel file.