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Conflict Resolution Rules

Conflicts may take place between different employees, different students, or between different students and employees. Each are subject to similar guidelines for resolution as outlined below.

Conflicts Involving College Employees

Informal Resolution

Employees are encouraged to seek informal resolution to any conflicts. An informal resolution may happen at any time in the conflict resolution process and if successful will stop any further steps of a formal process from proceeding. An informal resolution is when a claimant discusses the issue(s) directly with the employee(s) involved and both sides decide that the issue has been solved.

Formal Resolution

If the employee is incapable or uncomfortable with addressing the matter informally, or if the informal process did not reach a resolution, then a formal resolution process may begin when the concerned employee (the Claimant) reports the matter to their direct supervisor, a member of the HR department, or a member of the college's senior leadership team.

The Claimant is responsible for reporting the issue in as much detail as possible and provide any evidence or supporting information around a conflict, including the names of people involved and any witnesses, any attempts that have been made to resolve the matter, and where and when the events occurred.

All reports will be taken seriously and dealt with fairly, promptly and confidentially.

If an investigation is conducted, it will be done in an unbiased manner. All employees involved will be entitled to a fair hearing and opportunity to present additional evidence, witnesses or supporting information. All participants must cooperate with the investigation and provide any details of incidents they witnessed or experienced.

The college may attempt to mediate the concern or dispute at any stage of the process.

The outcome of the dispute will depend upon the nature of the concern or dispute and the circumstances in which it took place. The college may or may not decide that action is required.

Different resolutions may include, but are not limited to: education, workshop requirements, training, counselling, transfer of an employee, a review of policies and standards. In some cases, disciplinary action may be taken and may include termination of employment.

The college prohibits retaliation against an employee for making reports and or participating in investigations relating to workplace concerns or disputes, provided the employee has acted in good faith.

Conflicts Involving Multiple Students or Students and an Employee

When possible, conflicts involving students should be addressed via the Student Code of Conduct. If the code of conduct does not apply, the following procedure will be explored.

Informal Resolution

Claimants are encouraged to seek informal resolution to any conflicts. An informal resolution may happen at any time in the conflict resolution process and if successful will stop any further steps of a formal process from proceeding. An informal resolution is when a claimant discusses the issue(s) directly with the student(s) or employee(s) involved and both sides decide that the issue has been solved.

Formal Resolution

If the Claimant is incapable or uncomfortable with addressing the matter informally, or if the informal process did not reach a resolution, then a formal resolution process may begin when the Claimant reports the matter to an employee of the college. The employee must then inform the college manager, who (if not involved in the complaint) will guide the process to resolution. If there is a conflict of interest for the college manager, then another member of the college's senior team will guide the process.

The Claimant is responsible for reporting the issue in as much detail as possible and provide any evidence or supporting information around a conflict, including the names of people involved and any witnesses, any attempts that have been made to resolve the matter, and where and when the events occurred.

All reports will be taken seriously and dealt with fairly, promptly and confidentially.

If an investigation is conducted, it will be done in an unbiased manner. All individuals involved will be entitled to a fair hearing and opportunity to present additional evidence, witnesses or supporting information. All participants must cooperate with the investigation and provide any details of incidents they witnessed or experienced.

The college may attempt to mediate the concern or dispute at any stage of the process.

The outcome of the dispute will depend upon the nature of the concern or dispute and the circumstances in which it took place. The college may or may not decide that action is required. If an

employee is deemed to have acted inappropriately, different resolutions may include, but are not limited to: education, workshop requirements, training, counselling, transfer of an employee, a review of policies and standards. In some cases, disciplinary action may be taken and may include termination of employment.

If a student is deemed to have acted inappropriately, different resolutions may include, but are not limited to: additional course or credit requirements, workshop requirements, counselling, limitation of access to campus or campus resources. Disciplinary action may include suspension or expulsion from the college.

The college prohibits retaliation against a student or employee for making reports and or participating in investigations relating to workplace concerns or disputes, provided the individual has acted in good faith.