

PROCEDURE TITLE:	CONCERN RESOLUTION
PROCEDURE NO.:	4.69:1
RELATED POLICY:	4.69REV
PAGE NO.:	1 OF 2
RESPONSIBLE ADMINISTRATOR(S):	VPF&A/DIRECTOR OF HUMAN RESOURCES
EFFECTIVE DATE:	09/11/15
NEXT REVIEW DATE:	09/2018
APPROVED BY:	PRESIDENT

1.0 STEP 1 – INFORMAL MEETING WITH IMMEDIATE SUPERVISOR

A meeting should be scheduled for a collegial conversation about the concern between the employee and immediate supervisor. In many cases, the concern can be resolved during the meeting. If it cannot be resolved at that meeting, or if more a more complex series of actions are required, a plan to address should be developed within two weeks of the informal meeting. It is expected that this informal meeting process can be followed to resolution.

2.0 STEP 2 – FORMAL MEETING WITH THE IMMEDIATE SUPERVISOR

2.1 If no discernable action has taken place after two weeks have passed, the employee has the opportunity to move to the next step of the process – a formal meeting with the immediate supervisor. This step is initiated by the employee through a [Concern Resolution Form](#). The employee will complete the form and submit copies of the form to the immediate supervisor and the Director of HR (or Associate Director of HR if Director is unavailable)

2.2 Normally within seven days of submitting the form, there will be a formal meeting between the employee and supervisor. An HR representative may be in attendance if invited by either the employee or supervisor. Records of the discussion and outcome will be generated. Within seven working days after the formal meeting, the supervisor will inform the employee of his / her response in writing, with a copy to the HR Director or designee.

3.0 STEP 3 – FORMAL MEETING WITH THE NEXT LEVEL SUPERVISOR (IF ORGANIZATIONALLY APPROPRIATE)

If the concern cannot be resolved at Step 2, the employee can choose to request a meeting with the next level supervisor. An HR representative may be in attendance if invited by either the employee or next level supervisor. Records of the discussion and outcome will be generated. The next level supervisor should schedule a meeting within seven days of the request; the meeting may or may not occur within that seven day window. In this

meeting, the documentation from the previous steps will be reviewed, and the participants will explore the reasons why the concerns have not been resolved. Within seven working days, the next level supervisor will inform the employee, the immediate supervisor, and HR of the decision and any corresponding course of action to be taken.

4.0 STEP 4 – FORMAL MEETING WITH THE DIVISIONAL VICE PRESIDENT

If the concern cannot be resolved at Step 3, the employee can choose to request a meeting with the Divisional Vice President. An HR representative may be in attendance if invited by either the employee or Vice President. Records of the discussion and outcome will be generated. The Vice President should schedule a meeting within seven days of the request; the meeting may or may not occur within that seven day window. In this meeting, the documentation from the previous steps will be reviewed, and the participants (the employee and the last supervisor to review the concern) will explore the reasons why the concerns have not been resolved. Within seven working days, the Vice President will inform the employee, all involved supervisors, and HR of the decision and any corresponding course of action to be taken. The decision of the Vice President is final.

History

Effective: 09/11/15