

**SECTION III: EMPLOYMENT CONDITIONS      CODE NUMBER: 3.01.08**

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**POLICY: PROBLEM RESOLUTION      Issued 2001/07/01**

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**INTRODUCTION**

Professionals/Managers staff are encouraged to resolve problems through full and open discussion of the problem with their immediate supervisor.

However, where the problem cannot be resolved within the immediate supervisor-employee relationship, this process provides Professionals/Managers staff with an additional avenue for resolution of the problem.

**ELIGIBILITY**

All non-probationary Professionals/Managers staff who hold full- or part-time staff appointments with the University including Professionals/Managers staff members whose employment is terminated by the University.

**PROCESS**

Where discussion with his/her immediate supervisor fails to resolve the problem, the staff member may appeal to:

- i) the next level of authority within his/her division/faculty up to and including the functional Vice-President (or his/her designate); OR
- ii) the President (or his/her designate) for staff who report directly to a Vice-President or the President.

In exceptional circumstances, the staff member and his/her supervisor may agree to pursue nonbinding without prejudice mediation as a means of facilitating resolution of the problem. In cases where mediation is recommended by other than the staff member or his/her immediate supervisor, both parties must be consulted and be agreeable.

If the staff member and his/her immediate supervisor are agreeable, a mediator will be selected from a predetermined list of mediation services. The mediator will meet with the parties and endeavour to effect resolution of the problem within a mutually agreed upon period of time.