

HIRRA Conflict Resolution Procedure

HIRRA's by-laws call for the establishment of "grievance procedures for HIRRA employees and contractors and volunteers; procedures for the resolution of conflicts with and within HIRRA, and shall encourage general peace and good relations within the community." (Approved April 2018)

This conflict resolution process has been established as a foundation for ensuring that the work environment remains positive and to fulfill the mandate given the executive by the membership. The term "employee" herein will include contractors and committee volunteers.

Unionized employees should follow the Grievance Procedure process detailed in the Collective Agreement for any issues relating to the Collective Agreement.

The conflict resolution procedure is intended to:

1. Provide the opportunity to resolve a conflict or complaint quickly, fairly and without reprisal;
2. Improve communication and understanding between employees; and between employees and their supervisor;
3. Ensure confidence in management decisions by providing a mechanism whereby management decisions can be objectively reviewed;
4. Support a positive work environment by allocating supervisors the primary responsibility for preventing and resolving conflicts and complaints; and
5. Identify organization policies and procedures which need to be clarified or modified.
6. Foster a positive and productive environment within all HIRRA committees tasked with volunteer community work.

[NOTE: Only the section of the Conflict Resolution Policy with revisions is shown here.]