



**Section 3: Staff**

*“Together We Learn”*

**351R - RESPECTFUL WORKPLACE  
(REGULATIONS)**

**1. Conflict Resolution Process**

The intent of this process is to resolve conflict between people. The process offers the individuals involved in the conflict the opportunity to resolve the conflict directly with the other party, voluntarily through the assistance of Mediators/Facilitators, or through a formal complaint.

**Option 1 Speak with the offending person directly**

1.1 The offended party is encouraged to speak directly with the offending person and try to resolve the conflict. In many cases, the person may not have realized their actions or comments were creating an issue for the individual. Most reasonable people will change their behaviour when they discover it is creating issues for others.

**Option 2 Mediated Resolutions**

- 1.2 The second option offers an opportunity for either party to talk to a trained Mediator/Facilitator of their choice to help resolve the conflict. The Mediator/Facilitator will speak with the other party to determine if they are interested in participating in this process.
- 1.3 Participation in this process is voluntary.
- 1.4 Discussions with Mediators/Facilitators are to be considered confidential by all participants. However, the parties need to be aware that confidentiality cannot be maintained in extreme cases where criminal activity may be involved.
- 1.5 The Mediator/Facilitator will help the parties explore options to resolve the issue. They may offer suggestions or alternatives for the parties to consider, but it is up to the individuals involved in the conflict to reach their own resolution.
- 1.6 No written records of the mediation will be maintained.
- 1.7 No person will be disciplined as a result of participating in this option.
- 1.8 While a supervisor may be a Mediator/Facilitator, if the supervisor may be involved in disciplinary or performance issues concerning the same parties, it is



### **Section 3: Staff**

#### *“Together We Learn”*

not appropriate for that supervisor to act as a Mediator/Facilitator. The conflict will be referred to another Mediator/Facilitator.

#### **Option 3 Formal Complaint**

- 1.9 If options 1 and 2 have not been successful in resolving the conflict, or the parties have decided to not make use of them, a formal complaint can be directed to the Supervisor who has responsibility for the area (e.g. Principal, Director, Supervisor, etc.).
- 1.10 If the Supervisor is the cause of the conflict, the complaint would be directed to that person’s Manager/Director.
- 1.11 If the Superintendent is the cause of the conflict, the complaint would be directed to the Chairperson of the Board of Education.
- 1.12 The Superintendent or designate will conduct a confidential investigation of the complaint in order to determine the facts and assess whether this policy has been breached.
- 1.13 The time taken to investigate the complaint will not normally exceed 4 weeks from the date of filing of the formal complaint.
- 1.14 The Superintendent or designate may choose to retain an outside investigator to conduct the investigation.
- 1.15 The Complainant and the Respondent(s) will have a right to representation during the investigation process.

#### **Remedial Action Under Option 3**

Where a formal complaint under Option 3 is substantiated, an appropriate remedy will be provided to the person who has been subjected to inappropriate behaviour and corrective action will be taken against the person(s) who has breached this policy. This may include education or training, denying access to School District facilities and activities, and/or in the case of District employees, discipline up to and including termination of employment.

#### **2. Retaliation**

It is also considered to be a breach of this Policy to take retaliatory action against a person who raises a concern or files a complaint under this Policy.



**Section 3: Staff**

*“Together We Learn”*

**3. Further Information**

Any questions regarding the Respectful Workplace Policy or its accompanying regulations can be referred to the Director of Human Resources – Labour Relations or the Director of Instruction – Human Resources. The individuals holding these positions can be found on the District website under “Contact Information”.

Date Agreed: June 22, 2011

Date Amended:

Related Documents: Policies 351, 350, 350R