



**Category**

**POLICY: 2-65 Resolving Misunderstandings & Conflict**

**Approval**

LT Approved:
Effective Date: 07/01/22
Revised: 07/01/2022
Responsible Party: Vice President, People & Culture

To ensure effective working relationships, it is important that misunderstandings and conflict are resolved before serious problems develop. The process in this policy is used to resolve matters of concern to individual non-supervisory employees. The process in this policy does not apply when another formal resolution process exists covering some or all of an employee's concerns, such as unlawful harassment or other unlawful acts which are covered by other formal processes. Additionally, this policy does not apply to misunderstandings or conflicts an employee may have with policies, curriculum, academic freedom, budgets, strategies, tactics, or other similar categories of matters within management discretion. In order to promote rapid and equitable resolutions, this policy is used only by individual employees and not used by groups of employees.

**Step One:**

Within 10 business days of an event giving rise to an employee misunderstanding or conflict, the employee may use this policy to discuss the matter with their immediate supervisor. The employee must specifically state to their supervisor that they are utilizing this policy as the means to resolve the misunderstanding or conflict. If the misunderstanding/conflict involves the employee's immediate supervisor, the employee may discuss the matter with their second-level supervisor. The employee may use verbal and/or written methods to communicate the misunderstanding or conflict. If written means are used by the employee, the answer will be in writing.

**Step Two:**

If the misunderstanding/conflict is not resolved through Step One, within 10 business days of receiving the answer at Step One, the employee may elect to accept the answer or may submit a written request to have the matter reviewed at Step Two by the next higher level of supervision above the level that provided the answer at Step One, but not higher than the employee's Vice President or Executive Director. Upon the employee's request, the 10 business day time period may be extended by up to two business days only when the employee can show that timely submission of the written request for processing at Step Two was not possible due to events outside the employee's influence. The written request must include:

1. The problem to be resolved and the date the problem arose.
2. Suggestions on ways to resolve the problem.
3. A copy of any written response received at Step One.

**Step Three:**

If the misunderstanding/conflict is not resolved through Step Two, then within ten workdays of receiving the answer at Step Two, the employee may elect to submit a written

request to have the matter reviewed by the President. The President may ask that the Vice President of People & Culture mediate a meeting of all the participants in an attempt to resolve the issue. If the issue is not resolved in this manner, a decision of the President is final.

No one will be retaliated against for utilizing this policy. All employee requests to use this policy must be made in good faith. This policy does not prevent, limit, or delay the College from taking action, such as disciplinary action, termination, or other actions where the College deems the action to be appropriate under the facts and circumstances.