

## **C. STAFF POLICIES**

### **Sample Policy 1.0 - Staff Mediation Policies**

If the employee is not satisfied after attempting to resolve an issue or problem informally, the employee may make a request for formal dispute resolution with the mediation office. This request should be made within six weeks of the occurrence of the problem (or 90 days in allegations of possible discrimination or sexual harassment). That date may be extended by the mediation office if informal attempts at resolution are continuing, or for other good reasons. The request should include the following information:

- the nature of the problem or complaint;
- the communication that has taken place between the employee and his or her supervisor and/or second level supervisor concerning the matter;
- the supervisor's or other superior's response;
- the reason the employee disagrees with that response; and
- the employee's suggestion for proper resolution of the matter.

This information may be gathered by the mediation office or designee in writing, in person, or by telephone.

The mediation office will discuss the problem with the parties, other appropriate individuals, and with the labor relations manager. The mediation office will determine and implement an appropriate formal mediation, to seek resolution of the dispute.

Employees must participate in mediation before they may pursue further steps in this policy, unless the mediation office makes a written determination that the dispute is not appropriate for mediation, or that mediation is unlikely to be helpful in resolving the dispute.

The mediation office may conduct or arrange for further investigation of the matter either to facilitate the mediation or to guide further decision making. Prior to mediation the mediation office will furnish the parties with a written summary of the issues to be addressed and other pertinent information.