

# Corporate Policies

**SECTION: PROBLEM AND CONFLICT RESOLUTION**  
**SUBJECT: Issue Resolution Process**

POLICY/PROCEDURE NO. 11.1.0 | EFFECTIVE DATE: October 16, 2002 | PAGE: 1 OF 3

SUPERCEDES POLICY DATED: June 1989 | APPROVED BY: Council AF123-2002

## **POLICY STATEMENT:**

It is the policy of the Corporation to provide its employees with a formal process to resolve work-related issues.

All parties involved in the process shall make a concerted effort to address and resolve any issue to the mutual satisfaction of those involved.

## **PURPOSE:**

To provide employees with a full and impartial process to resolve issues of a corporate and/or job-related nature.

## **SCOPE:**

All employees.

## **PROCEDURE:**

The following procedure shall be followed should an issue arise that requires full and impartial resolution.

1. Throughout the process, supervisors shall consult with the Human Resources Division to clarify Corporate policy and legislation.

Employees are also encouraged to consult with the Human Resources Division throughout the process.

2. In order to resolve the issue, an employee shall initially discuss the issue, in detail, with their supervisor. This discussion is to take place within ten (10) working days from the initial incident causing issue. The supervisor and employee will make every attempt to resolve the situation. The supervisor will provide their response to the employee, in writing, within five (5) working days.

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3. Should the resolution not be satisfactory to the employee, the employee may elect to advance the issue in the following manner:
  - a. The employee may request, in writing, within ten (10) working days following the decision of the immediate supervisor, a meeting with the next level of management to take place within ten (10) working days from the date of their request. In attendance will be their supervisor and the next level of management. A response to the employee, in writing, will be provided within five (5) working days of the meeting taking place.
  - b. Should the response not be satisfactory to the employee, the employee may elect to advance the issue by submitting a request, in writing, within ten (10) working days following the decision of the next level of management above, to the Division Head. If applicable, a further meeting is to take place within ten (10) working days from the date of their request. In attendance will be their supervisor and the Division Head. The Division Head will provide the response to the employee, in writing, within five (5) working days of the meeting taking place.
  - c. Should the response not be satisfactory to the employee, the employee may elect to advance the issue by submitting a request, in writing, within ten (10) working days following the decision of the Division Head, to the Department Head. If applicable, a further meeting is to take place within ten (10) working days from the date of their request. In attendance will be their supervisor and the Department Head. The Department Head will provide the response to the employee, in writing, within five (5) working days of the meeting taking place.
  - d. Should the above not prove satisfactory to the employee, they may forward their concern, in writing, to the City Manager or designate in writing, within ten (10) working days following the decision of the Department Head. The City Manager or designate will communicate their decision in writing to the employee within ten (10) working days. The decision in writing communicated by the City Manager or designate is final and binding.
4. The Issue Resolution Process respects the individuals involved and will be handled in as confidential a manner as possible.

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5. Reports and documentation produced throughout the Issue Resolution Process will be maintained but will not form a part of the employee file of reference.

## **ACCOUNTABILITY:**

All employees of the Corporation shall follow the Issue Resolution Process as outlined. Management is accountable to ensure adherence to this policy as outlined.

## **ADMINISTRATION:**

Human Resources Division, City of Brampton

## **CONTACT:**

Human Resources Division