

# EMPLOYEE RELATIONS

## HR: ER01 – Dispute Resolution

Originated: May 2008  
Review: Sept. 2020  
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Approved: Sept. 2020

### **POLICY:**

The Lac La Biche County Library Board believes in resolving employee concerns and disputes, related to their employment relationship, in a prompt and equitable manner.

Employees who express any concerns, or lodge a formal complaint under this policy, or who provide information regarding a complaint under this Statement of Policy and Procedure may do so without fear, retaliation, or reprisal. Any such conduct will be subject to immediate corrective action.

### **PURPOSE:**

The purpose of this statement of policy and procedures is to provide an effective problem-solving and dispute resolution process which every employee can utilize without concern for reprisal or recrimination. It is a vehicle by which employees may lodge complaints or express concerns to management about their employment relationship or on other issues.

### **RESPONSIBILITY:**

The Library Director is responsible for investigating and responding to employees in a timely manner regarding issues or concerns raised through this procedure.

In the event the matter involves the Director as a supervisor involved in the concern, the matter will be investigated and responded to by a member of the Board as directed by the Board or by a third party chosen by the Board.

Employees who believe they have legitimate complaints or concerns are encouraged to use these procedures – without fear of reprisal or recrimination.

### **PROCEDURE:**

#### **1. *Informal Problem-Solving:***

Employees who believe they have legitimate concerns about any aspect of their employment relationship should first discuss those concerns with the Library Director and attempt to resolve them satisfactorily. The Library Director is required to discuss and/or investigate any concern raised and to respond in an



appropriate manner, within two working days of learning of the concern or a formal written complaint may be lodged by the employee.

2. *Formal problem-solving:*

- a) If an employee's concern is not resolved in a satisfactory manner through the informal problem-solving process, a formal complaint may be lodged in writing.
- b) The formal written complaint must be sent to the Library Director outlining the nature of the concern, identifying any policy/procedure that is believed to have been violated, the date the specific incident occurred and a description of events and if necessary, witnesses.

The written complaint should be sent to the Library Director and copied to the Board Chair. In the event that the Library Director is involved, the complaint should be directed to the Board Chair, copied to the Library Director.

Preparing a formal complaint will not be interpreted as criticism of the employee involved.

- c) Within two working days of receipt of a formal complaint, or at a mutually agreed upon time, the Library Director will meet with the employee to investigate the complaint and respond in writing to the employee and copying the Board.

In the event that the Library Director is involved, the Board Chair or designate and a second Board member will meet within two working days, or at a mutually agreed upon time with the employee to investigate the complaint and respond in writing to the employee and copy the Library Director.

If the matter is not resolved to the satisfaction of the employee, they may appeal the matter in writing to the Board within five working days of receipt of the above noted response. After review, the decision of the Board shall be final and binding. ♦

