

Corporate Policies and Procedures			
DEPARTMENT: Human Resources			POLICY #: A-16
POLICY: Dispute Resolution Process			
DATE: MAR25/09	REV. DATE: OCT28/09	COVERAGE: All Non-Union Employees	PAGE #: 1 of 2

POLICY STATEMENT:

The County of Renfrew recognizes that from time to time, staff may have a complaint(s) against a peer, an individual supervisor / manager, or in regards to their Performance Appraisal (PMP) or a procedure that has been implemented or a corporate policy that affects an individual(s).

PROCEDURE:

1. Non-union employees who feel that they are not being treated fairly or in accordance with corporate policy or general practice, shall raise the matter first with their immediate supervisor in writing. The supervisor will meet with the employee to hear the complaint within five (5) working days of receiving the complaint and provide a decision, in writing, within five (5) working days after the meeting.
2. When a written submission is received under this Policy the manager, Department Head and Chief Administrative Officer/Clerk shall be made aware of the submission. Similarly a response shall be reviewed and agreed to by the Department Head and Chief Administrative Officer/Clerk before it is returned.
3. Failing a satisfactory resolution with the supervisor, the employee may bring the issue to the manager, in writing, within five (5) working days after the decision given by the supervisor. The manager will meet with the employee to hear the complaint within five (5) working days of receiving the complaint and provide a decision, in writing, within five (5) working days after the meeting.
4. Failing a satisfactory resolution with the manager, the employee may bring the issue to the Department Head, in writing, within five (5) working days after the decision given by the manager. The Department Head will meet with the employee to hear the complaint within five (5) working days of receiving the complaint and provide a decision, in writing, within five (5) working days after the meeting.
5. Failing a satisfactory resolution with the Department Head, the employee may bring the issue to the Chief Administrative Officer/Clerk, in writing, within five (5) working days after the decision given by the Department Head. The Chief Administrative Officer/Clerk will have ten (10) working days after receiving the complaint in writing to provide a decision.
6. The decision of the Chief Administrative Officer/Clerk is final and binding.

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- 7. The dispute resolution process is not available to employees during their probationary period.
- 8. At anytime an employee may seek consultation with the Human Resources Department on case review or presentation up to and including representation at meetings with the supervisor/manager or director.