

Ingersoll Support Services Inc.

Policy: Problem Resolution

Policy # HR 20

Approved by the Board of Directors: *March 19 2009*

Section: Human Resources

Procedure Revision: *May 2012*

Ministry requirement - no

Review Date: September 26 2017

Employees of Ingersoll Support Services Inc. will have access to a problem resolution process that will ensure a thorough and fair review of issues.

Procedure:

1. Whenever possible issues that are personal in nature, need to first be addressed directly with the person with whom the employee has the issue. Conflict management and resolution are considered essential workplace skills in context of Team support.
2. Employees are expected to address and resolve issues with their immediate supervisor and/ or next level of supervisor if the issue is with that immediate supervisor. The issue must be documented by the employee and possible solutions brought to the supervisor for consideration.
3. If after ten days the result remains unsatisfactory, the employee may request a meeting with the next level of supervision, up to and including the Executive Director, to attempt to resolve the issue. Written material relevant to the issue will need to be provided.
4. This request must be responded to with a meeting with the employee within 10 days of the request being made by the employee.
5. If applicable, the person's final recourse may be to appeal to the Board of Directors.
6. In all steps of the resolution procedure, appropriate notice of meetings and pertinent information must be provided to ensure the integrity of the process.
7. It is the responsibility of the Executive Director to inform the Board of Directors of any issues that are proceeding to external intervention.