



## HUMAN RESOURCES POLICIES AND PROCEDURES

Area: Employee Relations

Subject: Alternate Dispute Resolution (ADR)

Applies To: All campus employees

Sources:

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### **Purpose**

This policy reinforces the institution's commitment to provide a safe and amicable workplace for all employees.

### **Policy**

The University System of Georgia is committed to providing a good working environment for its faculty and staff. Conflicts and disagreements between employees and their supervisors are inevitable. It is the policy of the University System of Georgia to resolve these disputes fairly, and at the lowest possible level. When these conflicts or disagreements occur, employees should first attempt to resolve them through discussion with their supervisor.

### **Disciplinary Procedures**

As a first step, complainants should try to resolve problems and complaints by contacting their immediate supervisor or, in the case of a student, the academic department head or supervisor. This initial contact should be made within ten (10) working days from the occurrence of the problem. The supervisor should then arrange a meeting with the complainant, and all concerned should make a good faith effort to resolve the problem. The Director or Associate Director of Human Resources will be available to assist in these initial efforts to resolve disputes.

If the dispute cannot be resolved through the efforts outlined above, the parties may be referred to the Mediation Coordinator to discuss whether mediation is an appropriate means for resolving the dispute. Mediation is a process that helps people resolve disputes for themselves in a mutually acceptable way in which everyone involved in the dispute meets with one or more trained mediators. In a private setting, the mediator provides an orderly, simple process for the parties to discuss their dispute along with their feelings, perceptions and needs. The goal is to begin communication and move towards resolving the dispute in a manner agreeable to all.

If the parties are unable to informally resolve the dispute, they do not wish to pursue mediation or are unsuccessful in resolving the dispute through mediation, the Director or Associate Director of Human Resources will advise the person raising the dispute of what other resources may be available, if any.