

**Atikokan Literacy Incorporated
ADULT LEARNING CENTRE
Human Resource
Policy/Procedure**

Conflict Resolution

APPROVED BY: Atikokan Literacy Incorporated Board of Directors

DATE: April 30, 2015 (R)

DISTRIBUTION: Employees

Policy:

The prompt settlement of complaints between employees and Atikokan Literacy Incorporated is a priority of ALI. Atikokan Literacy Incorporated believes in clear and open communication, and encourages employees to talk freely with their Executive Director and colleagues and vice versa. If an issue or conflict does arise, it is recommended that the individual try to resolve the problem with those directly involved. The employee may also choose to involve the Executive Director. In discussing the conflict ALI's confidentiality policy applies.

Procedure:

1. Whenever an employee considers that (s)he has been treated unfairly, (s)he should request to speak with Executive Director and state the complaint orally within five working days of the occurrence of the complaint.
2. If the Executive Director does not address the complaint to the satisfaction of the employee within five working days, the complaint shall be stated in writing and be forwarded to the Chair of the Board. The Board, in consultation with the Executive Director and/or parties involved, shall render a decision in writing within thirty (30) working days of receipt of the complaint. The decision is final.
3. If an employee has a complaint which involves the Executive Director, (s)he should contact the Chairperson of the Board of Directors in writing, clearly stating the complaint. The Board shall review the complaint, if needed, meet with the Executive Director and party(ies) involved, and render a decision in writing within thirty (30) working days of receipt of the complaint. The decision is final.