

## **Dispute Resolution Policy**

### **Purpose:**

Judo Alberta is committed to sustaining a positive work environment in which members work constructively together. The dispute resolution policy and process has been established as a foundation for ensuring that the work environment remains positive.

### **Description:**

The dispute resolution policy is intended to:

- Provide the opportunity to resolve a conflict or complaint quickly, fairly and without reprisal.
- Improve communication and understanding between members; and between members and Judo Alberta Executive committee members.
- Ensure confidence in management decisions by providing a mechanism whereby management decisions can be objectively reviewed.
- Identify organization policies and procedures which need to be clarified or modified.

Members who are experiencing a Judo Alberta-related conflict or have a complaint are encouraged to resolve it through discussions with the member(s) involved whenever possible. All requests for conflict resolution, complaints and appeals shall be fully investigated and a reply will be given as quickly as possible.

Penalty or retaliation against a member who initiates conflict resolution or makes a complaint, or participates in a dispute resolution investigation will not be tolerated and will be subject to disciplinary action.

### **Procedures**

#### **Conflict resolution and complaint process**

1. Members who experience a Judo Alberta-related conflict or who have a complaint should first attempt to discuss the matter with the members involved. In some situations this may be difficult or inappropriate. In these cases, the member may request a meeting with a member of the Judo Alberta executive committee to discuss the problem.
2. The member of the Judo Alberta executive committee will analyze the merits of the conflict resolution request or complaint, and within ten (10) working days will meet with the member to inform the member of the proposed plan of action. Within this time, the executive committee member will call a meeting with the other members of the executive committee to discuss the complaint and propose mutually beneficial solutions.

#### **Formal conflict resolution and complaint process**

1. Members who have a complaint or require disciplinary committee intervention in relation to a Judo Alberta- related conflict and wish to initiate the formal dispute resolution process must prepare written documentation, with supporting details, of the conflict situation or complaint and submit it to the president of Judo Alberta.

2. The president will investigate the merits of the dispute resolution request or complaint. The president will consult with other members of the executive committee, and call a meeting of the Disciplinary Committee, if necessary. The Disciplinary Committee meets as needed and is comprised of one regular member from each Sport Alberta zone.
3. Within ten (10) working days of receiving the conflict resolution request or complaint, the president and Disciplinary Committee will complete the investigation and prepare a written response. The president will forward a copy of the response along with a request that the member sign and date the copy to confirm he or she has received the reply and agrees or disagrees with the president's plan of action.
4. If the member agrees with the recommended plan of action, the president will send a copy of the signed reply to the executive director for inclusion in the member's personnel file.
5. If the conflict or complaint has not been resolved to the member's satisfaction, the president will forward the complete file, including the conflict resolution request or complaint, documentation of relevant factual information, analysis of the information, the conclusion, and the recommended resolution, to executive committee.
6. The executive committee will investigate any relevant issues in the file and any newly discovered evidence or information that may arise during the problem resolution process. The executive committee will forward a response to the member either concurring with the previous resolution or proposing an alternative resolution.
7. If the member agrees with the resolution at this stage, the secretary of the executive committee will send a copy of the signed reply to executive director for inclusion in the employee's personnel file.
8. If the complaint has not been resolved, the member can request the complaint be investigated by Judo Canada. The decision and recommendations made by the Judo Canada will be final.