



**Building Healthy Minds and Bodies since 1977**

## **4.9 CONFLICT RESOLUTION EXPECTATIONS - EMPLOYEES**

### **PURPOSE**

To provide a process to resolve conflict and/or complaints involving employees, coworkers and/or supervisors.

### **POLICY**

Conflicts involving employees are resolved according to the principles of conflict resolution outlined in OGC's Complaint or Conflict Resolution Policy: fairness, respect, timeliness, confidentiality, and consistency with OGC's philosophy and policies. Informal discussion to resolve conflicts and complaints among those involved is the first step in conflict resolution.

Employees are required to conduct themselves in a professional manner, while representing OGC, on shift, on club property, or during competitions/events. Inappropriate behavior, e.g. yelling, swearing, behavior or comments which are derogatory, undermining and/or disrespectful, and/or refusal to work constructively with another employee or individual cannot be tolerated, and will be investigated.

### **PROCEDURES**

To ensure employees conduct themselves appropriately in employee/employee, employee/supervisor interactions to prevent or resolve conflicts.

- All employees are encouraged to attempt resolution of concerns and complaints about employment related/support related issues in a timely and professional manner, through informal discussion with the person(s) directly involved. People who are experiencing a conflict are encouraged to discuss and resolve the issue in a way that all parties' needs are met.
- Any employee who feels he/she has a legitimate complaint related to his/her employment may, after having tried to resolve the dispute informally, submit a written formal complaint/concern to the operations manager. If the issue cannot be resolved between the employee and his/her supervisor, then the operations manager may become involved at the request of the employee or supervisor.

**APPROVED BY OGC BOARD OF DIRECTORS AUGUST 17, 2016**