Policy Number: 412
Policy Title: Employee Dispute Resolution Policy
Policy Council Review Date(s): 4/22/2011 and 6/16/2011
PPAB Approval Date:

POLICY:

Georgia Perimeter College is committed to providing a good working environment for its faculty and staff. Conflicts and disagreements between employees who are not in a reporting relationship may occur. GPC will attempt to resolve these disputes fairly and at the lowest possible level.

PROCEDURE:

OPTIONS FOR DISPUTE RESOLUTION

At any point in the dispute resolution process, the Director of Employee Relations will be available to meet with concerned employees to provide advice, counsel, or referral. The goal is to communicate and move towards resolving the dispute in a manner in line with the Vision, Mission, and Values of the College.

A. DIRECT DISCUSSIONS BETWEEN THE DISPUTANTS

Disputes are best resolved through direct discussion between the disputants. Assumptions and misunderstandings are frequently at the root of employee disputes and these are generally easier to resolve in an informal setting.

B. ESCALATION TO MANAGEMENT

An employee with a conflict should first take the problem to his or her immediate supervisor. This initial contact should be made within ten (10) working days from the occurrence of the problem. The employee’s supervisor or department head should arrange a meeting with the disputant to understand the issue and then talk with the supervisor of the other employee, if applicable. At any point in the dispute resolution process, managers are welcome/encouraged to contact the Director of Employee Relations for feedback and assistance. This will also help to ensure consistency in how issues are addressed and to help ensure that a broad range of options and resources are made available to address the issue(s)/concern(s). After understanding the issue(s) from both employees, the supervisors should agree on a course of action to resolve the dispute, if possible. Once implemented, if this approach does not serve to resolve the matter, the employee may escalate the problem to the next higher level supervisor in the employee’s chain of authority, up to and including the functional vice president. Each step should be completed within ten (10) working days of receipt of the dispute at the various levels throughout the organization.

If the issue cannot be resolved by the respective vice president(s), the issue may go to the president who, at his or her discretion, may appoint a panel of three independent individuals within GPC to review the facts provided by both sides of the dispute in written form and make a recommendation to the president.
The president will review the recommendation and make a final decision.

This policy does not nullify the Employment Grievance Policy or the Anti-Harassment and Anti-Retaliation Policy.