

6.11 PROBLEM RESOLUTION

Classification: Personnel -
P.M.A.-Eligible Staff

Effective Date: 01DEC98

Supersedes: 01JUL98

POLICY

- 1.00 When a staff member has a work-related problem which requires resolution, he/she is encouraged to arrange an informal discussion of the matter with the supervisor. Individuals should initiate discussion with their supervisor as soon as possible following the identification of the problem. In most instances, individual concerns will be resolved at this juncture.
 - 1.01 At any time, individuals may seek personal confidential counselling with members of the Department of Employee Relations of the Division of Human Resources on matters relating to the interpretation of the personnel policies, issues related to working conditions not specifically covered by the policies, and any other problem or concern.
 - 1.02 Individuals with highly personal difficulties such as physical, mental, financial, marital problems, etc. should initiate contact directly with the counselling service provided by the Employee Assistance Program which is described in [Policy 3.8](#) (Section B - Corporate Policies).
- 2.00 Should the problem remain unresolved following discussion with the supervisor, the member of staff may request a review of the matter by the appropriate Dean or Budget Head.
- 3.00 Should the problem remain unresolved, the member of staff may request a review of the matter by a joint committee composed of an equal number of representatives appointed by PMA and the University. The mandate of the Committee will be to review the concern and the associated circumstances and to make recommendations to resolve the situation which are acceptable to both parties.
- 4.00 Failing satisfactory resolution of the concern at this level, the staff member and administrative staff colleague, if requested, and the managerial representative(s), with two representatives of the Committee (one representative from the PMA and one from the administration) present if requested by either party, may review the issue with the University President or designate.
- 5.00 During each of the aforementioned problem resolution steps, the member of staff may be accompanied by another administrative staff member. Similarly, upon the request of any of the participants in this procedure, a representative of Human Resources may attend these meetings to provide advice or guidance.
- 6.00 The decision of the University President or designate will be timely and in writing.
- 7.00 A staff member may use this procedure without prejudice to his/her employment.