

POLICY 6.14 – Problem Resolution

Policy Category:	Personnel
Subject:	Problem Resolution
Approving Authority:	Board of Governors
Responsible Officer:	Vice-President, Operations and Finance
Responsible Office:	Human Resources
Related Procedures:	<i>N/A</i>
Related University Policies & Documents:	MAPP 3.8 – Employee Assistance Program
Effective Date:	July 1, 2013
Supersedes:	July 1, 1998, December 1, 1998, June 20, 2013

I. PURPOSE

This policy outlines the options available at Western to PMA –Eligible staff members in resolving work-related conflicts or problems arising during their employment. It is in accordance with all applicable Western's Policies and Procedures, and all applicable federal and provincial legislation.

II. POLICY

Western has in place a number of policies that provide opportunities for staff members to report specific issues that occur, and resolution procedures to address the issues. These policies include:

[MAPP 1.13](#) – Code of Behaviour for Use of Computing Resources and Corporate Data

[MAPP 1.23](#) – The University of Western Ontario Guidelines on Access to Information and Protection of Privacy

[MAPP 1.35](#) – Non-Discrimination and Harassment

[MAPP 1.43](#) – Safe Disclosure

[MAPP 1.46](#) – Safe Campus Community

[MAPP 3.4](#) – Conflicts of Interest

[MAPP 7.0](#) – Policy and Procedures for Conduct of Research

[MAPP 7.4](#) – Patents

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When staff members experience a conflict or problem not addressed through a Western policy, it is anticipated the issue will be resolved through discussion with their supervisor. Staff members should initiate the discussion with their supervisor as soon as possible following the identification of the problem.

When discussion with the immediate supervisor is not appropriate, or fails to resolve the problem, staff members may request a review of the matter by the appropriate Dean/Budget Unit Head. Should the problem remain unresolved, the staff member may raise the concern with the appropriate Vice-President.

Western may, in its discretion, investigate further and/or upon the consent of the parties engage in facilitation or mediation.

At any time, staff members may seek personal, confidential counseling with Human Resources on matters relating to the interpretation of personnel policies, issues related to working conditions not specifically covered by the policies, and any other problem or concern.

Staff members with highly personal difficulties such as physical, mental, financial, etc., should initiate contact directly with Rehabilitation Services or the counseling service provided by the Employee Assistance Program which is described in [MAPP Policy 3.8 – Employee Assistance Program](#).

Staff members shall not be subject to reprisals for any complaint brought forward in good faith. It is expected that all requests will be dealt with in a timely manner.