

## HUMAN RESOURCES POLICIES

(Also see HR Code in Section 4 of this Manual.)

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### COMPLAINTS/DISPUTE SETTLEMENT

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*Approved by:* Management Team  
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- Staff and volunteers are encouraged to resolve issues or conflicts between or among themselves dealing directly with the person(s) involved. Attempting to involve a third party (triangulation) is not an appropriate solution. The third party should re-direct the complainant, with a reminder that direct communication is expected.
- Notwithstanding the above, if a work related situation cannot be resolved between staff/volunteers it will be taken to the supervisor.
- The supervisor will investigate the situation and attempt to help the parties resolve it. The supervisor may require that the parties engage in a conflict resolution process.