



ARCHDIOCESE OF REGINA			
Policy Name:	Dispute Resolution (Conflict Management and Complaints) (Mediation)	Number:	S4-2
Policy Type:	Employment Benefits and Protection of Employees	Date Approved:	February 2016
References:	The Saskatchewan Employment Division 4	Date Revised:	

Policy Statement: The Archdiocese is committed to open and ongoing communication between employees, their immediate supervisor and others. The Archdiocese endeavours to provide an efficient, amicable, and fair method of resolving personnel complaints as close to the source of the issue as possible.

Preamble: Employee complaints shall be resolved in accordance with the Saskatchewan Employment Act, applicable professional codes of ethics, related Archdiocesan policy, procedures related to the policy and other agreements in effect.

Informal Resolution: Informal employee complaint resolution is a precursor to formal processes. At the informal complaint resolution stage, the following steps shall be followed in sequence until such time that resolution is achieved or, in the opinion of the complainant, formal resolution or an alternate resolution process is required.

- a) Source of Complaint—The complainant, shall, in keeping with all professional obligations, address the complaint with the person or persons at the source of the issue.
- b) Immediate Supervisor—If informal resolution is not achieved in (a) the complainant shall, in keeping with all professional obligations, tender the complaint with their immediate supervisor.
- c) Vicar General—If informal resolution is not achieved in Informal Resolution (b), the complainant shall, in keeping with all professional obligations, tender the original complaint with the Vicar General.

Formal Resolution: Formal review may be sought in situations where, in the opinion of the complainant, the process of informal resolution has failed to achieve a solution in relation to the original complaint. At the formal review stage, the following steps shall be followed in sequence until such time that resolution is achieved or, in the opinion of the complainant, an alternate resolution process is required. (Appendix N: Dispute Resolution form)

- a) Archbishop of the Archdiocese of Regina –If resolution is not achieved through informal resolution the complainant, shall, in keeping with all professional obligations, tender the original complaint in writing to the Archbishop, requesting a formal review.
- b) Personnel Complaint Review Committee – This committee will be established to review the formal complaint rendered in Formal Resolution (a). The committee shall be comprised of the Archbishop or designate, a Supervisor not previously involved with informal resolution of complaint under consideration and two members of the religious.
- c) Summary -- The review committee shall forward a summary of the Personnel Complaint Review Committee to the Archbishop.

***Alternate
Resolution
Procedures:***

At any point a complainant may opt for alternative resolution process, such as Occupational Health and Safety Committees, where such processes exist in law. When a complainant seeks redress through alternative processes, no further attempts at resolution in relation to this policy will be undertaken in deference for the alternative chosen by the complainant.