



**MUNICIPALITY OF THE COUNTY OF KINGS**  
**Dispute Resolution Policy**

**Creation Date:** May 15, 2012  
**Approval Date:** June 5, 2012  
**Revision Date:**

**Policy Category:** Human Resources  
**Next Review Date:** May 15, 2014  
**Replaces:** HR Policy 7.001

**1. Purpose:**

It is the policy of the Municipality of Kings to resolve employee concerns and disputes related to their employment relationship in a prompt and equitable manner.

Employees who express any concerns, or lodge a formal complaint under this policy, or who provide information regarding a complaint may do so without fear of retaliation or reprisal. Any such conduct will be subject to immediate corrective action.

**Note: This policy is for non-unionized employees only.** Unionized employees are to follow the collective agreement to file a grievance.

**2. Objective:**

2.1 **Objectives** of this policy are to:

- a. provide an effective problem solving and dispute resolution process which every employee can utilize without concern for reprisal or recrimination. It is a vehicle by which employees may lodge complaints or express concerns to management about their employment relationship with the municipality, or on other issues.
- b. provide a means of fair, expedient and equitable treatment of all employees
- c. minimize potential causes of employee dissatisfaction
- d. provide a mechanism for the acceptable solution of problems regarding the Municipality's non-union employees
- e. provide an outlet for employees to raise concerns and promote positive work relationships

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**MUNICIPALITY OF THE COUNTY OF KINGS  
Dispute Resolution Policy**

**3. Responsibilities:**

**3.1 Council will:**

- a. ensure that the Municipality of the County of Kings has in place a Dispute Resolution Policy.
- b. review, amend, and adopt changes to the Dispute Resolution Policy.

**3.2 The Chief Administrative Officer will:**

- a. administer and implement the Dispute Resolution Policy of the Municipality.
- b. identify necessary revisions to the Dispute Resolution Policy in consultation with other Council and managerial staff.
- c. ensure that non-unionized staff are advised of the Dispute Resolution Policy as located in the Policy Manual.

**3.3 Non-Unionized employees will:**

- a. be familiar with, and act in accordance with, the Dispute Resolution Policy.

**4. Procedure**

**Informal Problem Solving**

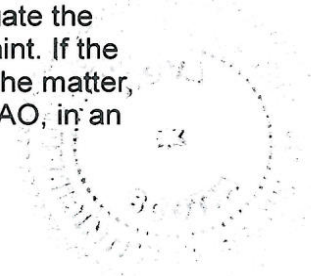
Employees who believe they have legitimate concerns about any aspect of their relationship with the municipality should first discuss those concerns with their immediate supervisor and attempt to resolve them satisfactorily. Managers are required to discuss and/or investigate any concerns raised, and to respond in an appropriate manner, within 7 working days of learning of the concern or dispute. If the issue is not resolved in a manner that is satisfactory to the employee, a formal complaint may be lodged by the employee.

**Formal Problem Solving**

If the employees concern is not resolved in a satisfactory manner through the informal problem solving process, a formal complaint may be lodged within 7 working days of the facts becoming known that give rise to the concern or dispute.

A formal complaint is required to be in writing. The completed and signed complaint shall be addressed to the Chief Administrative Officer (or designate). Within 7 working days of receiving a formal complaint, or at a time mutually agreed upon, the Chief Administrative Officer (or designate) shall meet with the employee, investigate the complaint, and respond, in writing, to the employee who lodged the complaint. If the matter is not resolved in a satisfactory manner, the employee may appeal the matter, within 7 working days of receiving written response, and consult with the CAO, in an

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**MUNICIPALITY OF THE COUNTY OF KINGS**

**Dispute Resolution Policy**

attempt to resolve the issue. The decision of the CAO shall be final and binding upon the parties.

**5. Related Policies, Procedures and Legislation**

- Employee Conduct Policy HR-06-003
- Collective agreement between CUPE Local 2618 and the Municipality of the County of Kings

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