

SECTION 500 – Personnel and Employee Relations

**ADMINISTRATIVE PROCEDURE - EXHIBIT: MEDIATION PROCESS FOR
RESOLUTION FORM**

<i>EXHIBIT CODE:</i>	<i>532 E 001</i>
Policy Reference: 532 – Healthy Interactions	

PROCEDURE:

1. Clarify participant roles:
Complainant: the person raising a concern or complaint.
Respondent: the person responding to a concern or complaint.
2. Clarify the concern or complaint:
Ensure a common understanding on the part of the participants about the concern or complaint.
3. Determine Interests:
Consider all parties affected. "Other" could include colleagues, staff members, members of the public, etc. What "needs" do the participants have that must be considered? What is important to each participant?
4. General Solutions:
Brainstorm and consider alternatives – it is not necessary to record options on this form.
5. Action Plan:
Record actions to be taken by each participant. A minimum guaranteed action may be simply understanding of others' interests. Change or add headings as required.
6. Follow Up:
Determine actions (if necessary) needed to assist in bringing closure, e.g., follow up letter or phone call. Note any time frame for follow up.
After the fact – in the event closure was not achieved, record action taken, who the concern or complaint was referred to, etc.

Approved: November 7, 2016

Revised: May 15, 2023

A MEDIATION PROCESS FOR RESOLUTION

1. Complainant: _____ Respondent: _____
Mediator: _____ Date: _____

2. Define the Problem on reverse (if necessary):

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3. Determine Interests:

Complainant's Interest	
Respondent's Interest	
Other	

4. Generate Solutions:

5. Action Plan:

Complainant will:	
Respondent will:	
Other:	

6. Follow Up Action (Steps to closure):

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7. After the Fact: