Dispute Resolution Policy

Classification:	Training Department & Human Resources
Approval Authority:	Adam Bridgman
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PURPOSE

This Dispute Resolution Policy provides a fair and efficient process for resolving conflicts and disputes within UBC Training Centres. It aims to promote a positive and respectful learning and working environment while addressing conflicts constructively.

SCOPE

This policy applies to all UBC Training Centres students, It covers disputes related to academics, interpersonal conflicts, and any other issues that may arise within the training centre community.

POLICY

1. The dispute resolution policy aims to provide a fair and efficient process for resolving conflicts or disputes that may arise amongst students.

2. This policy encourages open communication, mediation and a respectful approach to resolution. And applies to disputes related to apprenticeship training conditions, interpersonal conflicts, misinterpretation or miscommunication of policies or procedures or other relevant issues affecting the working or learning environment at UBC training centres.

3. All parties involved in a dispute will be treated impartially and with respect.

4. Discussion and information related to the dispute will be kept confidential to the extent possible, respecting privacy concerns.

5. The process outcomes of dispute resolution will be communicated clearly to all parties involved.

6. Encouragement of collaborative efforts to find mutually acceptable solutions.

7. The Training Centre prohibits retaliation against individuals involved in a dispute resolution process.

PROCEDURE

	Action	Responsibility
1.	Informal Resolution In the event of a dispute, individuals involved are encouraged to first attempt to resolve the matter informally through direct communication and dialogue. This may include seeking assistance from a supervisor, advisor, or mediator.	**Affected Parties**
2.	Formal Resolution If the dispute cannot be resolved informally, the involved parties may initiate a formal resolution process by submitting a written complaint to the Training Coordinator. Formal complaints may fall within the scope of the following categories; Disagreement over a task, individual not meeting expectations, experiencing creative differences and interpersonal conflicts.	**Training Coordinator**
3.	Investigation Upon receiving a formal complaint, the Training Coordinator will conduct a thorough and impartial investigation. Mediation sessions may be arranged to facilitate constructive dialogue and negotiation between the parties involved.	**Training Coordinator**
4.	Decision and implementation The Training Coordinator will make a decision and communicate the outcome to the parties involved. The Training Centre will then take appropriate action to implement the resolution, which may include disciplinary measures or other remedies as deemed necessary.	**Training Coordinator**
5.	Appeals Individuals dissatisfied with the outcome of the dispute resolution process have the right to appeal, following the Training Centre's appeals procedure. Appeals will be adjudicated by the Area Training Manager, their decision on the matter will be final.	**Area Training Manager**

RELATED POLICIES

Respectfulness Policy
Employee Conduct and Conflict of Interest Policy
Grades Appeals Policy
Student dismissal Policy

Dispute Resolution Form

Name:_____

Contact Email:_____

Contact Phone:_____

Date of Incident:_____

Description of the complaint:

Please provide a detailed description of your complaint, including any relevant dates, names of individuals involved, and any supporting documentation. Thank you for bringing this matter to our attention.

Dispute Resolution Decision Appeal Form

Name: _____

Contact Email: _____

Contact Phone: _____

Date of Decision: _____

Reason for Appeal:

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Please provide a detailed explanation of why you are appealing the dispute resolution decision. Include any relevant information or supporting documentation that you believe was not considered during the initial resolution process.