**Grievance and Dispute Resolution Policy**

1. **Policy Statement**

The Spruce Grove Public Library (SGPL) encourages trustees and staff to communicate their grievances, in order to foster and maintain a supportive, pleasant environment for everyone. The SGPL resolves conflicts that may arise between individual trustees or staff in a timely, fair, transparent and constructive manner. The purpose of this policy is to provide an avenue through which trustees and staff can resolve complaints and conflicts as they arise.

1. **Scope**

This policy applies to all SGPL staff and trustees, regardless of status or position.

1. Definitions

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| Term | Definition |
| Grievance | any complaint, problem or concern of a staff or trustee regarding their workplace, duties or professional relationships. Grievances can be filed for any of the following reasons:   * workplace harassment * health and safety * supervisor/colleague or trustee inappropriate behaviour * adverse changes in employment conditions   This list in not exhaustive; however, staff and trustees should attempt to resolve less important issues informally before they resort to a formal grievance. |

**4.0 Guiding Principles**

4.1 The SGPL shall establish mechanisms to promote fast and efficient resolution of workplace issues.

4.2 All formal avenues for handling of grievances shall be fully documented in determining the appropriate steps and actions.

4.3 No person shall be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue. Staff and trustees are encouraged to share open and without negative recourse.

4.4 Trustees who believe or feel they are being treated disrespectfully, unjustly or unfairly by another trustee or staff shall follow the process(es) outlined in the Board Grievance Protocol.

4.4.1 Trustees who believe or feel the resolution process has not been followed appropriately may appeal any decision, in accordance with the process(s) outlined in the Board Grievance protocol.

4.5 Staff who believe or feel they are being treated disrespectfully, unjustly or unfairly by another staff or trustee shall follow the process(es) outlined in the Grievance protocol.

4.5.1 Staff who believe or feel the resolution process has not been followed appropriately may appeal any decision, in accordance with the process(s) outlined in the Grievance Procedure.

* 1. Staff or trustees who file grievances can
* follow the steps in the Grievance Procedure (staff) or Grievance Protocol (trustees)
* refuse to attend formal meetings on their own
* appeal on any formal decisions  
  1. Staff or trustees who face allegation have the right to
* receive a copy of the allegations against them
* respond to the allegations
* appeal on any formal decisions  
    
  1. The SGPL is obliged to
* have formal grievance procedures in place
* communicate the procedures
* investigate all grievances promptly
* treat all those who file grievances equally
* preserve confidentiality at any stage of the process
* resolve all grievances when possible
* respect its no-retaliation principle when staff or trustees file grievances with the SGPL or external agencies

**5.0 Communication of Policy**

A copy of this policy shall be given to new staff and trustees as part of their on-boarding. It shall also be included in the Policy Manual and made available to all staff and trustees.

**6.0 Review**

6.1 This policy shall be formally reviewed at least once every three (3) years or as otherwise required.

6.2 The Policy and HR Committee shall administer and manage the Board Grievance protocol, in consultation with the Board, and review it at least once every three (3) years or as otherwise required. The chair of the Board Policy and HR committee shall bring forward any proposed changes to the Board Grievance protocol to the Board.

6.3 The Director of Library Services shall administer and manage the Grievance protocol and review it at least once every three (3) years or as otherwise required.