



Ohio Administrative Code Rule 3357:12-3-15 Conflict resolution policy.

Effective: [March 18, 2015](#)

Most workplace issues and problems are resolved through direct and clear communication between parties. Employees should discuss such problems with his or her direct supervisor, who is the key person in all communications involving the employees work. However, there are times when support or consultation is needed and employees may choose to address his or her concerns through a more formal procedure. Employees who wish to choose a more formal procedure may select the following conflict resolution policy to resolve more serious workplace-related problems. Employees who initiate use of the conflict resolution policy may withdraw the submission at any point in the process.

This policy typically applies to the application, misapplication, or non-application of a college policy or practice. This policy does not apply to performance reviews, issues related to compensation and benefits, and terminations. See human resources regarding these matters.

(A) Level one: An employee initiating the conflict resolution process should first resolve the matter with his or her direct supervisor. At this juncture, the matter will be most likely resolved via one or more verbal conversations.

Note: if the nature of the problem has precluded a discussion with the supervisor, for example, the problem could be with the supervisor, the employee can skip levels one and two and move directly to level three.

(B) Level two: An employee who is not satisfied after the initial verbal conversations, may present the problem in writing to the supervisor, advising that he or she is initiating the conflict resolution process as outlined in this policy. The employee is to copy the office of human resources and this written documentation will be retained in the office of human resources and handled in a confidential manner.

The supervisor will evaluate the problem and respond within five business days. The resolution will occur within this time frame unless the supervisor believes the circumstances warrant additional



investigation.

(C) Level three: After reviewing the supervisor's response, should the employee not feel the problem is satisfactorily resolved the employee may refer the problem in writing to the next appropriate level of management. The employee should make arrangements to meet with the manager or his or her designee. The employee may bring a support person to this meeting, for example, co-worker, family member. This support person is to be disclosed to the office of human resources at least one-day prior to the meeting.

The manager will reply to the employee within seven business days of the meeting unless the manager believes further inquiry is required. Most resolution will occur within this time frame.

(D) Level four: Employees who deem a manager's response unsatisfactory may refer the matter in writing to the "Conflict Review Committee" through the human resources office. This committee includes the senior staff member of the employees departmental area, the director of human resources, the chair of the faculty senate and the chair of the staff senate or their designee, and one other member appointed by the president. The president's appointee should be from the employees employment group, for example, faculty, staff, or administrator. If the problem involves any of the committee members, the president will appoint a different committee member.

The "Conflict Review Committee" typically consults with the employee and other parties involved, and will render a decision within two business days after beginning its review of the case. The decision of the "Problem Review Committee" is final and binding. The committee will share the results of the process with the president, and with the employee.

While this policy is intended to address all foreseeable workplace circumstances, it is recognized that not all situations may have been identified. Thus, the supervisor, department head, or division head, may request exceptions to the processes defined above. Exceptions to the above process will be determined after consultation with the appropriate division head and the director of human resources.