

Open Communication and Conflict Resolution Policy	Policy Number: PA-301
Last Reviewed: 2019/09/01	Next Review: 2020/09/01

Purpose: Pinnguaq Association is committed to creating and maintaining a work environment characterized by constructive, productive and supportive relationships. Open communication allows employees to approach their colleagues for an informal discussion regarding a complaint, or issue, to attempt a resolution. Open communication for conflict resolution is intended for employees to work collaboratively to find a solution. This form of conflict resolution is better apt to identify a sustainable resolution, promote transparency, improve work relationships, offer an opportunity for self-check, and to cultivate a positive work environment. All employees at Pinnguaq Association have an obligation to communicate openly and respectfully with one another and to provide reasons for particular decisions or actions.

Policy Statement: Conflicts should be addressed at the earliest possible opportunity as unresolved conflict can lead to undue stress, and a poisoned work environment. In the event that any person or group is experiencing a work-related conflict, or has a complaint about the actions of another person, the following guidelines apply. In the case a satisfiable resolution is not met, a formal complaint should be made using the Internal Complaint Process Policy

Procedure:

1. Communicate directly with the person or persons whose actions are the cause of the complaint. Employee may contact the person(s), via email, or Slack to schedule a time to discuss a complaint, or issue. Meetings to address conflict shall be held in-person.
2. The employee and person(s) should make a reasonable attempt to resolve the complaint or issue in a sustainable manner during their meeting.
3. If the circumstances are such that the person with the complaint is unable or unwilling to communicate directly with the person or persons whose actions are the cause of their complaint, the help of the human resource manager, Executive Director, or supervisor should be sought.
4. In circumstances where it is the action of the Executive Director, for the cause of conflict, the Board of Directors may resolve the conflict.

5. Communication of the complaint or conflict shall first be made verbally to the respondent or supervisor. If a resolution is unable to be met by these parties, the employee may file a formal Internal Complaint.
6. Complaints and conflicts shall be dealt with in a confidential manner. Meetings to resolve a complaint shall be open only to the parties and those attempting to resolve the complaint. In the interest of openness, no minutes or written record of what is said in these meetings shall be recorded. The outcome of the meetings or a resulting agreement should be documented if both parties agree.
7. Complaints or issues that violate the employee handbook, human rights legislation, or subjects Pinguuq Association, or its employees to any harm or damage, should be filed as an Internal Complaint immediately. In such situations parties may be granted a temporary leave of absence with pay until the issue has been resolved, or for up to two weeks, whichever is shorter.
8. If threats to persons are made, or if the Executive Director perceives a possible danger to a party or to other employees, including the possibility of one party being a danger to themselves, external professional assistance must be sought immediately.