

# Dispute Resolution

## CITATION REFERENCE

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## Policy Statement

The University System of Georgia is committed to providing a good working environment for its employees. This policy is intended to provide a fair and equitable process for the resolution of disputes between employees and the University System of Georgia.

HUMAN RESOURCES ADMINISTRATIVE MANUAL  
EMPLOYEE RELATIONS DISPUTE RESOLUTION

A grievance or disciplinary review will be available to handle claims that a person has been harmed by any action that violates the policies of either the institution or the Board of Regents of the University System of Georgia ("the Board of Regents") or for requested disciplinary review pursuant to the University policy, entitled Conduct, Dismissal, Demotion or Suspension. See more information on grievances and disciplinary reviews in the section entitled Grievance Policy.

### Dispute Resolution Procedures

As a first step, complainants should try to resolve problems and complaints by contacting their immediate supervisor or, in the case of a student, the academic department or dean/director. This initial contact should be made within ten (10) working days from the occurrence of the problem. The supervisor or department head should then arrange a meeting with the complainant, and all concerned should make a good faith effort to resolve the problem. The Dispute Resolution Coordinator will be available to assist in these initial efforts to resolve disputes.

If the dispute cannot be resolved through the efforts outlined above, the parties may be referred to the Mediation Coordinator to discuss whether mediation is an appropriate means for resolving the dispute. Mediation is a process that helps people resolve disputes for themselves in a mutually acceptable way in which everyone involved in the dispute meets with one or more trained mediators. In a private setting, the mediator provides an orderly, simple process for the parties to discuss their dispute along with their feelings, perceptions and needs. The goal is to begin communication and move towards resolving the dispute in a manner agreeable to all.

If the parties are unable to informally resolve the dispute, they do not wish to pursue mediation or are unsuccessful in resolving the dispute through mediation, the Dispute Resolution

