

IVolunteer International: Workplace Conflict & Harassment Reporting Procedure (WCH)

Board Approved on: May 5, 2019.

IVolunteer International is committed to sustaining a positive work environment in which staff, who shall encompass all full and part time paid employees of IVolunteer International, and volunteers, who shall encompass all individuals employed by IVolunteer International for a specific project, department, or any cause officially undertaken by IVolunteer International, work constructively together. The workplace conflict and harassment reporting procedure (WCH) has been established as a foundation for ensuring that the work environment remains positive.

The Workplace Conflict & Harassment Reporting Procedure is intended to:

- Provide the opportunity to resolve a conflict or complaint quickly, fairly and without reprisal;
- Improve communication and understanding between staff and volunteers, and their supervisor;
- Ensure confidence in management decisions by providing a mechanism whereby management decisions can be objectively reviewed;
- Support a positive work environment by allocating supervisors responsibility for preventing and resolving conflicts and complaints;
- Identify organization policies and procedures which need to be clarified or modified.

Staff and volunteers who are experiencing a work related conflict or have a complaint are encouraged to resolve it through discussions with their Supervisor (if any) or the Executive Director whenever possible.

All requests for conflict resolution, complaints and appeals shall be fully investigated and a reply will be given in a defined time-frame.

Penalty or retaliation against a staff or volunteer who initiates conflict resolution or makes a complaint or participates in a conflict resolution investigation will not be tolerated and will be subject to disciplinary action.

Procedures

Formal Workplace Conflict & Harassment Reporting Procedure

1. Staff and volunteer who have a complaint or require management intervention in relation to a work-related conflict and wish to initiate the formal conflict resolution process must prepare written documentation, with supporting details, of the conflict situation or complaint and submit it to the Executive Director at nipuna@ivint.org.
 - a. If the complaint or conflict involves the Executive Director, staff and volunteers are encouraged to submit their written documentation to the President of the Board at bob@beaconallied.com, in which case the President of the Board will investigate the conflict resolution request.
2. The Executive Director will investigate the merits of the conflict resolution request or complaint. The Executive Director will consult with the President of the Board and other relevant individuals, if necessary.
3. Within five (5) working days of receiving the conflict resolution request or complaint, the Executive Director will complete the investigation and prepare a written response. The Executive Director will forward a copy of the response along with a request that the staff or volunteer sign and date the copy to confirm he or she has received the reply and agrees or disagrees with the Executive Director's plan of action.
4. If the staff or volunteer agrees with the recommended plan of action, the Executive Director will send a copy of the signed reply to the Secretary.
5. If the conflict or complaint has not been resolved to the staff/s or volunteer's satisfaction, the Executive Director will forward the complete file, including the conflict resolution request or complaint,

documentation of relevant factual information, analysis of the information, the conclusion, and the recommended resolution, to the President of the Board.

6. The President of the Board will investigate any relevant issues in the file and any newly discovered evidence or information that may arise during the conflict resolution process. The President of the Board will forward a response to the staff or volunteer either concurring with the previous resolution or proposing an alternative resolution. No appeal can be made after the President of the Board has made a decision.
7. Once the employee agrees with the resolution at this stage, the President of the Board will make a copy of the signed resolution to submit to the Secretary.