



6.35 Dispute Resolution

i) PURPOSE

HEO supports the principles of Alternate Dispute Resolution (ADR) and is committed to the techniques of negotiation, facilitation, and mediation as effective ways to resolve dispute.

HEO encourages all individuals and parties to communicate openly, collaborate, and use problem solving and negotiation techniques to resolve their differences. HEO believes that negotiated settlements are usually preferable to outcomes resolved through other dispute resolution techniques.

ii) EFFECTIVE DATE

April 1, 2018

iii) APPLICATION

This Policy applies to all disputes within HEO when all parties to the dispute agree that such a course of action would be mutually beneficial.

iv) FACILITATION & MEDIATION

If all parties to a dispute agree to Alternate Dispute Resolution, a mediator or facilitator shall be appointed by HEO or the Local Organization to mediate or facilitate the dispute.

The mediator or facilitator shall decide the format under which the dispute shall be mediated or facilitated.

Should a negotiated decision, be reached, the decision shall be reported and approved by HEO or the Local Organization.

Should a negotiated decision not be reached by the deadline specified by the mediator or facilitator, or if the parties to the dispute do not agree to Alternate Dispute Resolution, the dispute shall be considered under the appropriate section of HEO's Discipline and Appeals Policy.

The costs of mediation and facilitation will be shared equally by the parties.





v) **FINAL & BINDING**

Any negotiated decision will be binding on the parties. Negotiated decisions may not be appealed.

No action or legal proceedings will be commenced against HEO or its individuals in respect of dispute, unless HEO has refused or failed to provide or abide by the dispute resolution processes set out in its governing documents.

