

 <b>Tucson, Arizona</b>  <b>GOVERNING BOARD POLICY</b>	<b>POLICY TITLE:</b> Procedure for Resolution of Conflicts between Staff and Administrator
	<b>POLICY CODE:</b> GBDA

The following procedure shall be utilized to resolve conflicts and complaints between administrators and their staff, with the exceptions of discrimination complaints or conflicts which are within the subject matter jurisdiction of a bargaining agreement between the District and a group of employees.

1. For purposes of this policy, the term "administrator" shall be defined as those persons whose pay is determined by the Certificated or Classified Administrative Salary Schedules established by the District. The term "staff member" shall be defined as any District employee within the management authority of the administrator with whom the staff member has a conflict.
2. The staff member shall first attempt to resolve issues of conflict directly with the administrator with whom the staff member is in disagreement or conflict by informal consultation with that administrator. If the conflict thereafter remains unresolved, the staff member shall complete the Staff/Administrator Conflict Resolution Form ("the Form," attached as exhibit A) and mail or deliver it to the administrator with whom they are in disagreement. The staff member has the responsibility to state the issue clearly and concisely, including a suggestion(s) for resolution if possible. The administrator will respond to the staff member in writing within ten (10) working days of receiving the Form.
3. Except as otherwise provided herein, no other copies of the Form or other evidence of the complaint shall be distributed or published to any other individuals, it being the intent of this policy to reduce the conflict directly between staff and administrators whenever possible. The staff member may provide a copy of the Form to a representative of the bargaining unit to which the staff member may belong. The administrator may provide a copy to the administrator's immediate supervisor and to a representative from Tucson Administrators, Inc.
4. If, after receipt of the administrator's written response there is no resolution satisfactory to the staff member, or upon the administrator's failure to respond within the ten (10) day period, the staff member may appeal by sending copies of the Form, including the administrator's response (if any), to the administrator's immediate supervisor, with copies provided simultaneously to the administrator. The staff member must appeal within ten (10) working days of the administrator's

written response, or, in the event of no response, within ten (10) working days of the date the written response was due.

5. The administrator's immediate supervisor will investigate the conflict, including a review of all documents and any other relevant and reliable evidence. Within ten (10) working days of receipt of the appeal, the administrator's immediate supervisor shall meet with the administrator and staff member in an effort to mediate a resolution of the conflict. If the mediation is unsuccessful, the reviewing administrator will render a written decision within ten (10) days of the last mediation meeting, which decision shall be a final resolution of the matter.
6. The intent of this conflict resolution procedure is to resolve actual or potential conflict at a level as close to the site as possible. If the staff member fails to adhere to the requirements of this policy, the responding administrator shall have the right to fully dismiss the staff member's complaint, unless that complaint involves a violation of Governing Board Policy, Administrative Regulation, or state or federal law.
7. No retaliation of any kind may be taken against a person for utilizing the procedures set forth by this policy.
8. The use of the procedures established by this policy shall not operate to toll or extend any time limits created under any other applicable Governing Board Policies, which may be applicable, including but not limited to, bargaining agreements.

Adopted: November 17, 1992  
Revised: September 9, 2008 (numeric to letter format only)  
Reviewed: September 4, 2012

**LEGAL REF.:**

**CROSS REF**