

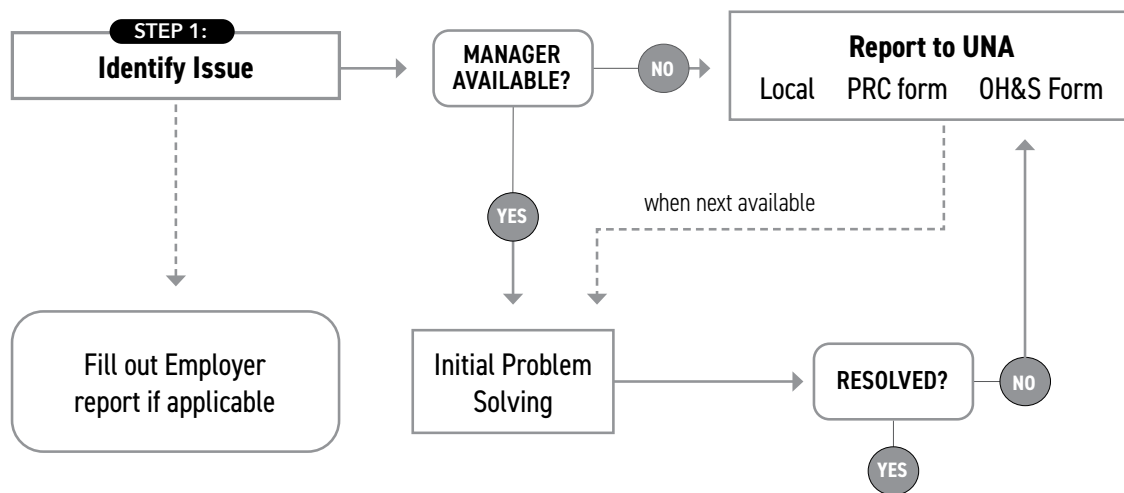
INITIAL PROBLEM-SOLVING

Initial problem-solving is a key step in any dispute resolution process. When you encounter an issue in your workplace – specifically involving Professional Responsibility, Occupational Health and Safety, or contract compliance – your first step is to talk directly with your supervisor if you are able. During this conversation, you should politely and professionally outline the concern and your proposed solution, listening to your supervisor’s solution or concerns. Then decide on a course of action and a timeline.

In the event that you and your supervisor are unable to come to a mutually-agreeable solution, you can proceed with the appropriate dispute resolution process (PRC, OH&S, or grievance). Even if you come to a resolution, you may still want to report the concern so that UNA has a record of it.

Your supervisor does not have to agree to submit a concern. It is your right to do so.

After meetings with your supervisor, it is best practice to send a brief follow-up email outlining what you discussed. This allows for any corrections and also gives you a written, time-stamped record, which may become useful later if the problem continues.



Keep in Mind

- You & your supervisor should discuss the problem openly & honestly
- Both parties should share relevant info
- Discussions are on a without prejudice, without precedent basis
- You can reach out to your Local or a UNA office if needed