

Administrative Dispute Resolution

POLICY STATEMENT AND PURPOSE

Virginia Commonwealth University is committed to developing and promoting the use of stakeholder collaboration and alternative dispute resolution processes as appropriate. Through these alternative processes, University decision-makers and affected parties may reach mutually beneficial results without incurring the high cost of adversarial proceedings.

WHO SHOULD READ THIS POLICY

All faculty and staff should read this policy.

RELATED DOCUMENTS

State Employee Grievance Procedure
Virginia Administrative Dispute Resolution Act
VCU Faculty Grievance Policy
VCU Faculty Mediation Program Guide
VCU Staff Mediation Program Guide

CONTACTS

VCU Human Resources officially interprets this policy and shall revise or eliminate any or all parts as necessary to meet the changing needs of Virginia Commonwealth University. Please direct policy questions to VCU Human Resources.

DEFINITIONS

Alternative Dispute Resolution (ADR)

Alternatives to traditional processes for complaint resolution. Includes processes such as conciliation, mediation, ombudsman, and negotiation.

Dispute Resolution Coordinator

The person assigned by VCU to recommend and coordinate alternative dispute processes.

University Ombudsperson

A designated confidential and informal dispute resolution practitioner whose major function is to provide assistance to VCU faculty, staff and postdoctoral trainees.

PROCEDURES

Developing Alternate Dispute Methods

All departments are encouraged to use collaborative practices and alternate dispute resolution techniques in developing their internal policies and procedures. Both internal and external resources for trained ADR personnel may be utilized. Faculty and staff with workplace concerns are encouraged to contact the University Ombudsperson for confidential assistance.

Departments may contact the dispute resolution coordinator in the VCU Human Resource Division for assistance in developing processes or securing resources.