

ARTICLE 21. CONFLICT RESOLUTION

RAICES recognizes that not all unwelcome conduct may rise to the level of harassment. Accordingly, an employee experiencing behaviors that negatively impact their work can:

- a) Raise the issue with a manager or member of HR of their choice and request conflict resolution without a formal disciplinary process for either party; and/or
- b) Seek a Restorative Practice for repairing trust as described below.

A request for a Restorative Practice may be submitted to HR to repair trust and increase safety and understanding. The request will be assessed in as confidential a manner as is practical and appropriate under the circumstances. A Restorative Practice session may be conducted with the individual who reported the behavior, the individual(s) who is/are alleged to have perpetrated the behavior, and, if the parties agree, any other relevant staff. The Restorative Practice session will be conducted by a member of HR who has received appropriate training. The Restorative Practice session will be conducted within a reasonable time period, which usually will be within thirty (30) days.

If RAICES determines that the conduct at issue may be unlawful or may violate RAICES' policies regarding discrimination or harassment, RAICES will terminate the Restorative Practice process and may discipline employees involved in the Restorative Practice. Otherwise, RAICES will not take any adverse action against participating employees. In cases in which an employee submits a request for Restorative Practice to the Organization, RAICES will provide written notice to the employee of their rights to union representation as part of the process and the name of designated Union stewards in the initial email communications.