

Appendix X
Letter of Agreement
Facilitated Dispute Resolution Process

Section 1. In an effort to determine if an informal facilitated process would assist in resolving workplace disputes and grievances, the Union and University agree to pilot the following Facilitated Dispute Resolution Process for one year from the date of ratification. This Letter may be extended upon mutual agreement.

Section 2. Definition

“Facilitated Dispute Resolution Process” means a resolution process that is conducted by the employee and labor relations team (ELR) or ELR’s designee that is designed to resolve a grievance or workplace dispute through informal processes like facilitated conversations, mediations or other informal processes that do not include a formal hearing and a written decision issued by the university.

Section 3. Resolution Process

a) Initiation of Facilitated Dispute Resolution Process

- i. A GE or their Union representative shall submit a request for Facilitated Dispute Resolution to the ELR grievance email address, grievances@uoregon.edu.
- ii. Within 10 days of receiving the request, ELR shall schedule separate mandatory meetings with: (1) the GE and their Union representative (if desired by the GE); and (2) the GE’s supervisor and/or other parties who have substantial information regarding the underlying facts or who have the authority to make decisions regarding the requested remedy. At these meetings, ELR, the GE, the GE’s Union representative, and the relevant administrator(s) will discuss whether an informal resolution would be an effective way to resolve the matter and will also make clear to all parties that retaliation for participation in the Facilitated Dispute Resolution Process and any future related grievance is prohibited.

b) Facilitated Dispute Resolution Process

- i. If ELR and the GE agree that the dispute may be resolved informally, ELR shall initiate a facilitated process with the parties to obtain an informal resolution.
- ii. If the Facilitated Dispute Resolution Process is used, ELR shall submit its proposed resolution to the GE and the Union within twenty (20) days of the submission of the request for Facilitated Dispute Resolution. This timeline can be extended by mutual agreement of the parties. The GE shall have the right to accept, suggest modifications to, or reject the proposed resolution.
- iii. If ELR determines that a facilitated process will not be successful the Facilitated Dispute Resolution Process shall conclude.
- iv. At any point the GE or their Union representative can indicate they no longer wish to participate in the Facilitated Dispute Resolution Process by sending an

45 email to grievances@uoregon.edu. In response, ELR shall send out a letter to the
46 parties stating the Facilitated Dispute Resolution Process has concluded.
47 v. At the conclusion of the Facilitated Dispute Resolution Process, ELR shall send a
48 letter to the GE and the Union stating that the process has concluded and detailing
49 the resolution, if a resolution was reached.

50 **Section 4.** Nothing contained in this Letter shall be construed to limit or otherwise impede any
51 GE's right to file a grievance as described in Article 13.

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