

**DELAWARE DEPARTMENT OF STATE
ADMINISTRATIVE POLICY AND PROCEDURES**

SECTION: **DOS-300 Human Resources Management**
SUBJECT: **DOS-309 Conflict Resolution**
ISSUED: **March 1, 2012**
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I. PURPOSE:

The purpose of this policy is to establish procedures for Department of State (DOS) employees and applicants; to provide a quick, effective and consistently applied method for a non-supervisory employee to present his/her concerns to management and have those concerns resolved.

II. ELIGIBILITY:

- A. All DOS employees and applicants.

III. DEFINITIONS:

- A. Applicants – Anyone who completes an application of employment with DOS.
- B. Conflict – Any problem, complaint or issue an employee or applicant may encounter.

IV. POLICY:

- A. Problems, misunderstandings and frustrations may arise in the workplace. It is DOS's intent to be responsive to our employees and applicant concerns. Therefore, an employee or applicant who is confronted with a problem may use the procedures describe below to resolve or clarify his or her concerns.

V. PROCEDURES:

DOS EMPLOYEES

A. STEP 1

- 1) Employees should initially direct their concerns with their immediate supervisor or manager.

B. STEP 2

- 1) If the discussion with the immediate supervisor or manager does not resolve the issue, or if the supervisor or manager does not respond to the issue, the employee will follow the chain of command.

C. STEP 3

- 1) If there is no satisfactory resolution once the employee has used the chain of command, employee may bring their concern to Human Resources verbally or in writing along with the resolution they seek.

- D. HR will schedule a meeting with the employee.
- E. If necessary an investigation will be conducted followed by a written response to the employee.
- F. If the issue is not resolved and it is related to Merit Rule violations the employee will be directed through the grievance procedure in accordance with Merit Rule 18.0.

DOS APPLICANTS

- A. Applicants should contact Human Resources verbally or in writing regarding their concerns.
- B. Human Resources will investigate the concern and respond to the applicant in writing.

VI. EFFECTIVE DATE:

This policy is effective March 1, 2012.

Jeffrey W. Bullock
Secretary of State

Martina Johnson
Human Resources Manager