



# Alternative Dispute Resolution

**Policy Type:** Administrative  
**Responsible Office:** VCU Human Resources  
**Initial Policy Approved:** 02/16/2004  
**Current Revision Approved:** 08/06/2015

## Policy Statement and Purpose

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Virginia Commonwealth University (VCU) 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.

Noncompliance with this policy may result in disciplinary action up to and including termination of employment. VCU supports an environment free from retaliation. Retaliation is prohibited against any employee who brings forth a good faith concern, asks a clarifying question or participates in an investigation.

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## Who Should Know This Policy

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All faculty and staff are responsible for knowing this policy and familiarizing themselves with its contents and provisions.

## Definitions ---

### **Alternative Dispute Resolution (ADR)**

This course of action provides alternatives to traditional processes for complaint resolution and includes such processes as conciliation, mediation, ombudsperson activities and negotiation.

### **Dispute Resolution Coordinator**

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

### **VCU Ombudsperson**

This individual provides confidential, neutral and informal dispute resolution services, independent of normal reporting and managerial processes, to faculty, staff and post-doctoral trainees.

## Contacts ---

VCU Human Resources officially interprets this policy and is responsible for obtaining approval for any revisions as required by the policy *Creating and Maintaining Policies and Procedures* through the appropriate governance structures. Please direct policy questions to VCU Human Resources.

## Policy Specifics and Procedures ---

- 1. Developing Alternate Dispute Methods:** All departments are encouraged to use collaborative practices and ADR 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 HR Employee Relations Office and/or the VCU Ombudsperson for confidential assistance.

Departments may contact the dispute resolution coordinator in VCU Human Resources Employee Relations Office for assistance in developing processes or securing resources.

## Forms ---

There are no forms associated with this policy and procedures.

## Related Documents ---

1. State Employee Grievance Procedure  
<http://www.dhrm.virginia.gov/employmentdisputeresolution/grievanceprocedure>
2. Virginia Administrative Dispute Resolution Act  
<http://leg1.state.va.us/cgi-bin/legp504.exe?021+ful+CHAP0633+pdf>

3. VCU Faculty Mediation and Grievance Procedure  
<http://www.policy.vcu.edu/sites/default/files/Faculty%20Mediation%20and%20Grievance%20Policy.pdf>
4. VCU Faculty Mediation  
<http://www.hr.vcu.edu/employee/mediation.html>
5. VCU Staff Mediation  
<http://www.hr.vcu.edu/employee/mediation.html>

## Revision History

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This policy supersedes the following archived policies:

January 16, 2009	<i>Administrative Dispute Resolution</i>
August 21, 2012	<i>Administrative Dispute Resolution</i>
August 6, 2015	Alternative Dispute Resolution (Formerly Administrative Dispute Resolution)

## FAQs

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There are no FAQs associated with this policy and procedures.