

## ADVOCACY OFFICERS

*(Continued)*

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## OTHERS WHO CAN AID IN THE CONFLICT RESOLUTION PROCESS

### OMBUDS OFFICER

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### VICE PROVOST FOR STUDENT LIFE

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**ST. BONAVENTURE**  
UNIVERSITY  
Founded 1858

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## How Do You Resolve A Conflict?

*Is someone treating you unfairly?  
Are you having trouble with a  
co-worker, fellow student  
or supervisor?*

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This brochure explains how anyone in the St. Bonaventure University community – student, staff or faculty member – can resolve a conflict with another member of the University community. It outlines steps that are available if you have a problem or concern.

Please refer to this publication as a guide, not as a comprehensive document on conflict resolution.

In addition to outlining basic steps to take if you feel you have a problem, this brochure provides a list of representatives of the University who can steer you through the process.

# STEPS TOWARD RESOLVING CONFLICTS AND DISPUTES AT ST. BONAVENTURE UNIVERSITY

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When a conflict occurs, it is recommended that you first try to resolve it through direct contact with the person or people involved. If this fails or is not a realistic option, a University representative should be notified. If the University does not know about the problem, it cannot help to resolve it.

## 1. WHO CAN HELP?

- Students should first contact a Residence Life staff member or department chairperson depending on the type of problem.
- Administrative and hourly employees should first contact a supervisor.
- If a conflict involves harassment, an Advocacy Officer should be contacted.
- Faculty complaints may first be directed to the department chair or dean. They may also be directed to the chair of the Faculty Grievance Committee.
- Any student, employee or faculty member may contact the Ombuds Officer who can advise on any of these options above and/or can work in an informal manner to seek resolution.

## 2. MEDIATION: ADDRESSING YOUR CONCERNS

When a University representative is advised of a conflict or dispute, he or she may first attempt to mediate it informally. The specific action taken in any particular case depends on the nature and gravity of the conduct reported.

- Should the first representative be unable to mediate, students may be referred to a Residence Director or Dean.
- Administrative and hourly employees may be referred to the Director of Human Resources.
- For harassment cases, Advocacy Officers may mediate.
- Accepted faculty grievances may move immediately into investigation.
- The Ombuds Officer may advance unsettled disputes to the appropriate University judicial body.

## 3. INVESTIGATION

In appropriate circumstances, an investigation of the complaint may commence.

- A judicial process may begin for student complaints. Depending on the nature of the complaint, the University Judicial Board or the Student Judicial Board may hear cases.
- The Director of Human Resources may investigate employee concerns and may involve an administrative resolution committee.
- Advocacy Officers serve the same function for harassment cases.
- Faculty cases may be investigated by the Faculty Grievance Committee.

## CONFLICT RESOLUTION RESOURCES

**Discrimination and Harassment Policy**  
sbu.edu/dahpolicy

**Student Handbook**  
sbu.edu/studenthandbook

**Faculty Grievance Procedures**  
sbu.edu/facultygrievance

**Administrator Handbook**  
sbu.edu/adminhandbook

**Hourly Employee Handbook**  
sbu.edu/hourlyhandbook

All University policies are available  
by visiting the governing documents  
Web site:

<http://web.sbu.edu/friedsam/governing/>

## ADVOCACY OFFICERS

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