



## PROCEDURE FOR DISPUTE RESOLUTION AT MASSEY UNIVERSITY

<b>Section</b>	University Management
<b>Contact</b>	Dispute Resolution Advisor
<b>Last Review</b>	October 2008
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<b>Approval</b>	

Conflict is an inevitable feature of living and working in an organisational community. When differences arise the university currently has a number of processes in place for handling these (see below).

The need to identify the type of dispute and to refer it to the appropriate person and process is crucial to early and effective resolution.

This document clearly outlines the dispute resolution options available at Massey University for Staff and Students and provides for 'identification' of the nature of the dispute and appropriate forum for the early and effective resolution of the dispute.

The flowcharts below are designed to assist those with a dispute in selecting the correct forum for dealing with the problem.



## Dispute Resolution Options available at Massey University:

Statement of specific policy

- Use one-sentence statements only.
- Always word the statements concisely and avoid ambiguity.
- There may be more than one policy statement in a policy document. If so list them down the page.
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	AREA OF DISPUTE	PROCESS(ES) FOR RESOLUTION	LINE MANAGEMENT RESPONSIBILITY
1	Residential Disputes	(a) Investigation (b) Adjudication	Community Manager ▼ Appropriate Regional Chief Executive
2	Student Grievances	(a) Mediation (b) Adjudication	University Disputes Advisor ▼ AVC (Academic) (University Grievance Committee)
3	Research Related	(a) Investigation (b) Mediation (c) Adjudication	AVC (Research) ▼ Vice-Chancellor
4	Disciplinary (Student)	(a) Investigation (b) Adjudication	Proctors ▼ AVC (Academic) (Disciplinary Committee of Council)
5	Employment Related	(a) Mediation (b) Performance and Discipline (c) Personal Grievance Action	AVC – People & Organisational Development and University Disputes Advisor ▼ Vice-Chancellor
6	Interpersonal Affecting Workplace	(a) Mediation (b) Performance and Discipline	AVC – People & Organisational Development and University Disputes Advisor ▼ Vice-Chancellor
7	Harassment – Staff/Staff; Staff/Student; Student/Student - Statutory Framework - Human Rights Act - Employment Relations Act	(i) Information and Support (ii) Referral	Regional University Harassment Co-ordinators ▼ Assistant to the Vice-Chancellor (Equity & Ethics)
8	Service Complaint Protocols	Variable	Appropriate Regional Chief Executive
9	Student to Student Disputes	Determined by:	Student Associations' Advocacy Procedures



## A: ACADEMIC AND GENERAL STAFF

### What to do if you have a dispute

#### 1 Identify the nature of the dispute.

- Is it:
- i) Employment related
  - ii) Interpersonal but affecting work
  - iii) Breach of the Human Rights Legislation, eg. racial or sexual harassment.
  - iv) Research related
  - v) Student misconduct
  - vi) Service complaint

#### 2 Identify the appropriate forum for the dispute.

- i) Line Manager (HOD, HOS, HOI, PVC, AVC, DVC)  
or Human Resources Section  
or University Mediation Service
- ii) Line Manager  
or Human Resources Section  
or University Mediation Service
- iii) Regional Harassment Convenor  
or Equity/Treaty Office
- iv) Academic Leadership  
or Office of Assistant Vice-Chancellor, Research
- v) Proctors/Disciplinary Committee  
or Office of Assistant Vice-Chancellor, Academic
- vi) Appropriate Service complaint protocol  
or Office of the Regional Chief Executive

#### 3 You may contact the University Disputes Advisor for assistance with the identification and referral of disputes.

The current University Disputes Adviser may be contacted on extension 4951 or email: V.Goldblatt@massey.ac.nz



## B: STUDENTS

What do if you have a dispute involving a member of the Massey University staff or the provision of services by the University:

### 1 Identify the nature of the dispute.

- i) Academic Grievance
- ii) Residential Dispute
- iii) Breach of Human Rights Legislation  
eg. racial or sexual harassment
- iv) Research related
- v) Service complaint (eg, Student Health, Student Counselling)
- vi) Student to Student dispute

### 2 Identify the appropriate forum for the dispute.

- i) Academic Grievance procedures  
**or** refer relevant Academic Staff member if appropriate  
**or** University Disputes Advisor  
**or** Office of Assistant Vice-Chancellor, Academic
- ii) Community Manager  
**or** Office of the Regional Chief Executive
- iii) Regional Harassment Convenor  
**or** Treaty and Equity Office
- iv) Academic Leadership  
**or** Office of Assistant Vice-Chancellor, Research
- v) Appropriate Service complaint protocol  
**or** Office of the Regional Chief Executive
- vi) Refer to Student Association Advocacy Services

### 3 You may contact the University Disputes Advisor for assistance with the identification and referral of disputes.

The current University Disputes Advisor may be contacted on extension 4951 or email: [V.Goldblatt@massey.ac.nz](mailto:V.Goldblatt@massey.ac.nz)