

## 8-04/020.00 Conflict Resolution

The purpose of a conflict resolution meeting is to further the Department's ongoing effort to encourage respect-based interaction with inmates. Sergeants are encouraged to offer an aggrieved inmate a conflict resolution meeting with the employee(s) against whom he or she is complaining. Inmates who submit grievances against staff shall be advised that a conflict resolution meeting is voluntary for both the inmate and the involved personnel to address a grievance. This may be done in lieu of the Department conducting a personnel investigation to resolve the grievance.

An offer to utilize conflict resolution shall be made to the employee first. If the employee accepts, the handling sergeant shall make the same offer to the aggrieved inmate, explaining that the employee is willing and the meeting will be conducted objectively and impartially by the sergeant. If the aggrieved inmate accepts, the sergeant shall conduct the meeting.

If the aggrieved inmate declines, the reason(s) given by the inmate for refusing the offer shall be documented and included in the supervisor's inquiry memorandum directed to the unit commander as delineated in section 8-03/040.00, "Grievances Against Staff."

When conflict resolution techniques are utilized, the handling sergeant shall document his activities in handling the grievance in a memorandum to the unit commander. The documentation shall include the following:

- A synopsis of the aggrieved inmate's concern which brought about the grievance
- A summary of the conflict resolution meeting held
- Any actions taken by the sergeant
- The results of the review.

Cases which could be considered appropriate for conflict resolution may include:

- Situations in which there may exist a misunderstanding of policy or procedures
- Situations in which there may exist a misunderstanding of tactics or protocols
- Allegations involving discourtesy or rudeness by an employee
- Situations in which there are no independent witnesses
- Situations in which there are the same number of credible witnesses on each side of the issue.

Cases which would not be appropriate for conflict resolution include:

- Allegations wherein there is an indication of significant misconduct such as allegations of force used by personnel, retaliation, or criminal misconduct
- Allegations, which if founded, could potentially result in formal discipline.

Sergeants should use good judgment in determining whether a conflict resolution meeting is appropriate for the circumstances. If the conflict resolution meeting is successful, the grievance shall be marked closed through "conflict resolution" in the Custody Automated Reporting and Tracking System (CARTS) and properly documented.

When conflict resolution has been utilized to resolve an inmate grievance against staff, unit commanders shall ensure that a Result of Inmate Grievance Against Staff Form (SH-J-455), the original Inmate Grievance Form,

a copy of the inmate notification print-out from CARTS, and the watch commander's memorandum, are sent to the Discovery Unit.

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