

SOP Template: Dispute Resolution and Correction Procedures

This SOP details the **dispute resolution and correction procedures**, including the identification and documentation of disputes, steps for effective communication and negotiation, escalation processes, corrective action implementation, monitoring and follow-up, and record-keeping practices. The purpose is to ensure fair, timely, and transparent resolution of conflicts while maintaining compliance with organizational policies and promoting a positive work environment.

1. Scope

This procedure applies to all employees and stakeholders involved in disputes relating to workplace conduct, performance, or job-related issues within the organization.

2. Responsibilities

- **Employees:** Report disputes and cooperate in the resolution process.
- **Supervisors/Managers:** Facilitate communication, investigate disputes, and implement corrective actions.
- **HR Department:** Provide guidance, mediate if needed, and ensure compliance with policies.

3. Procedure

1. **Identification and Documentation of Disputes**
 - Any party identifying a potential dispute must document the issue in writing, including details such as date, parties involved, incident summary, and any supportive evidence.
 - Submit the documentation to the immediate supervisor or HR Department.
2. **Effective Communication and Negotiation**
 - Hold an initial meeting between involved parties to discuss the dispute in a respectful and confidential manner.
 - Encourage open dialogue and active listening.
3. **Escalation Process**
 - If unresolved, escalate the issue to higher management or HR.
 - Convene a formal mediation session with neutral facilitators, if necessary.
4. **Corrective Action Implementation**
 - Develop and implement corrective or preventive actions agreed upon during negotiations or mediation.
 - Communicate resolution outcomes in writing to all relevant parties.
5. **Monitoring and Follow-Up**
 - Monitor the situation for a specified period to ensure resolution is effective and sustainable.
 - Schedule follow-up meetings if necessary.
6. **Record-Keeping**
 - Maintain records of all disputes, actions taken, and outcomes in a secure and confidential manner.
 - Records must be retained according to organizational policy and legal requirements.

4. Documentation & Forms

Form Name	Description	Retention Period
Dispute Report Form	Initial documentation of dispute details	5 years
Mediation Session Record	Notes from negotiation/mediation meetings	5 years
Corrective Action Report	Details of corrective/preventive actions taken	5 years

5. Review and Continuous Improvement

- HR will review dispute resolution outcomes and procedures annually to identify areas for improvement.
- Feedback from stakeholders will be solicited to enhance future dispute resolution processes.

6. References

- Organizational Policy Manual

- Employment Law Guidelines
- Code of Conduct