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CBID Policies

Conflict Resolution

CBID is committed to promoting a work environment where conflicts and disputes are resolved positively and professionally.

Procedures and Guidelines

This process outlines the steps taken to ensure resolution of conflicts at the earliest opportunity.

Step 1.

In the interest of maintaining good working relations, a worker is expected to first attempt to resolve any issues or concerns on their own by discussing any problem or concern directly to the parties involved.

Step 2.

If a worker has attempted to resolve the problem without success or if they are not able to address the problem on their own, the worker may take the issue or concern to their immediate superior.

Step 3.

The superior will meet with the worker who has raised the concern; take into concern seriously; determine the facts; and take action. To the extent possible participants are expected to maintain confidentiality throughout the process and thereafter. The superior will discuss the best course of action with the worker who has raised the concern and proceed to implement that action. Use of the Employee Assistance program is encouraged if it is appropriate in the circumstance. A written record of the concern and action taken to resolve the matter will be prepared by the supervisor.

Step 4.

If the issue or problem cannot be resolved at that level, then the matter should be raised to the Fire Chief in writing. The Fire Chief will review the matter and take action to resolve the issue as appropriate, including but not limited to, seeking outside mediation, legal counsel, or other expertise as may be required to bring the matter to conclusion.