

STANDARD ADMINISTRATIVE PROCEDURE

32.01.02.M1.01 Mediation Procedures

Approved December 17, 1999

Revised August 28, 2009

Next Scheduled Review: August 28, 2012

Standard Administrative Procedure Statement

Texas A&M University recognizes the importance of providing a prompt and efficient procedure for resolving conflicts fairly and equitably. Disputes should be resolved internally at the level closest to the parties involved; however, often a neutral third party can provide assistance in helping the parties in conflict reach an agreement.

Procedures and Responsibilities

1. GENERAL

- 1.1 Employees and students of Texas A&M University may obtain mediation services at any point to address areas of conflict subject to the provisions of [System Regulation 32.01.02](#), and the [student handbook](#).
- 1.2 Mediation is a voluntary process by which an impartial person helps participants in conflict reach an informed and mutually acceptable resolution of an issue.

2. CONTACTS

- 2.1 Mediation is an available option through the offices listed below. These offices work cooperatively with each other. Referrals between offices for meditation are made depending on the situation and the interests of the involved parties.
 - 2.1.1 **Students** - [Student Conflict Resolution Services \(SCRS\)](#) in the [Offices of the Dean of Student Life](#).
 - 2.1.2 **Non-faculty Employees** - Human Resources, [Employee Relations](#), or [Employee Assistance Program \(EAP\)](#).
 - 2.1.3 **Faculty** - [Dean of Faculties and Associate Provost's Office](#).

3. PROCEDURES

- 3.1 **Students:** A request for mediation by a student shall be directed to the [Student Conflict Resolution Services \(SCRS\)](#) in the Offices of the Dean of Student Life.

SCRS provides mediation services to students and any party with whom they may have conflict, regardless of student status. All student employees will be considered students for the purpose of these procedures.

- 3.2 **Non-faculty Employees:** A request for mediation by a non-faculty employee shall be directed to the Human Resources, Employee Relations, or the [Employee Assistance Program \(EAP\)](#).
- 3.3 **Faculty:** A request for mediation by a faculty member shall be directed to the [Dean of Faculties and Associate Provost's Office](#).
- 3.4 **Graduate Assistants:**
- 3.4.1 **Teaching:** Individuals who hold assistantships with teaching responsibilities, research responsibilities, or post-doctoral teaching appointments will be considered faculty for the purpose of these procedures.
- 3.4.2 **Non-teaching:** Individuals who hold non-teaching, non-research assistantships, or post-doctoral non-teaching appointments will be considered non-faculty employees for the purpose of these procedures.

Related Policies and Regulations

Policy 32.01: *Employee Complaint and Appeal Procedures*

<http://tamus.edu/offices/policy/policies/pdf/32-01.pdf>

Regulation 32.01.01: *Complaint and Appeal Procedure for Faculty Members*

<http://tamus.edu/offices/policy/policies/pdf/32-01-01.pdf>

Contact Offices

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| (Students) | Student Conflict Resolution Services, Offices of the Dean of Student Life |
| (Non-faculty employees) | Human Resources |
| (Faculty) | Dean of Faculties and Associate Provost's Office |