

School of Social Work Conflict Resolution Communications Flow Chart

The School of Social Work values clear communication between faculty, staff and students. Faculty, staff and students are encouraged to assume responsibilities, commitments and communication patterns that will ensure a successful relationship of mutual respect. In the case that conflict situations involving faculty/staff and students occur, the following steps have been provided to help students navigate these situations. The School of Social Work believes that conflicts can be resolved more easily when they are identified early, and the proper steps are followed.

	Step 1	Step 2	Step 3	Step 4
GENERAL PROCEDURES	Refer to the School of Social Work website: https://www.lakeheadu.ca/programs/undergraduate-programs/social-work	Connect with the School of Social Work's administrative assistants. Their contact information can be found here: https://www.lakeheadu.ca/programs/departments/social-work/faculty-staff	Contact the academic advisor for your respective campus. Contact the Ombudsperson for questions regarding both academic and non-academic concerns.	If all other steps have been followed and the concern/conflict is not resolved, contact the Undergraduate or Graduate Coordinator of the School of Social Work.
COURSEWORK EXPECTATIONS AND STUDENT ACCOMMODATION	Consult your course syllabus and course D2L site for information. For student accommodations: Review the 'Accommodations and Access for Students with Disabilities/Medical Conditions Policy' that can be found here:	Connect with your Instructor to discuss student accommodation needs or coursework expectations. Their name and contact information are on the course syllabus. Students should also review the essential requirements for student success in the social work program found here:	Meet with instructor and Undergraduate or Graduate Coordinator (who may inform the Director). Additional resources can be accessed by contacting the ombudsperson.	If all other steps have been followed and the issue is not resolved, contact the Director of the School of Social Work who will work with both the student and instructor to reach a mutually agreed upon solution.

	https://www.lakeheadu.ca/sites/default/files/policies_procedures/Accommodations%20and%20Access%20for%20Students%20with%20Disabilities%20and%20Medical%20Conditions%20Policy.pdf	https://www.lakeheadu.ca/programs/departments/social-work/mission-statement		
FIELD PLACEMENT	<p>Review the Field Education Manual. For the Thunder Bay Manual:</p> <p>https://www.lakeheadu.ca/sites/default/files/uploads/103/2021%202022%20HBSW%20Field%20Manual%20Revised%20October%2029%202021.pdf</p> <p>For the Orillia Manual:</p> <p>https://mail.google.com/mail/u/0/#inbox/FMfcgzGmvnxHNJkrCxLjwNQJFRmmdVrL?projector=1&messagePartId=0.2</p> <p>Contact your Field Education Coordinator with any placement related questions or concerns. (Your Field Coordinator is your course instructor for the Field Instruction course,</p>	<p>If a student on placement has any questions, difficulties or concerns, please consult first with your placement supervisor/s (on-site and/or off-site as applicable). If the concerns are not resolved, contact your Field Education Coordinator who will work with you and your Placement Supervisor/s to navigate issues.</p>	<p>In the unusual event of a placement breakdown, your Field Coordinator will convene the Field Education Advisory Committee to thoroughly review the situation and make recommendations to the Director of the School of Social Work. (Detailed information is available in the Field Education Manual).</p> <p>Additional resources can be accessed by contacting the Lakehead University Ombudsperson.</p>	<p>Student placement issues that violate the OCSWSSW Code of Ethics, contravene policies of the university or agency setting or that do not honour ethical professional standards of practice may be referred to the Professional Suitability Committee. The Director of the School of Social Work will notify the student of the formal review process. (Detailed information is available in the Field Education Manual).</p>

	<p>SOWK 3500, 4500 or 4501).</p> <p>Another resource in regard to incidents involving harassment and discrimination are the Harassment and Discrimination Policy and Procedures found here:</p> <p>https://www.lakeheadu.ca/sites/default/files/policies_procedures/Harassment%20and%20Discrimination%20Policy%20and%20Procedures.pdf</p>			
<p>ISSUES WITH GRADE RECEIVED</p>	<p>Review course syllabus for class expectations or grading criteria.</p> <p>Read all feedback provided by the instructor to understand the reason for the grade.</p>	<p>Arrange a meeting time with the instructor for feedback or clarity. Please come prepared with analysis of grading criteria, work submitted and review of instructor feedback.</p>	<p>Meet with instructor and Undergraduate Coordinator to reach a mutually agreed upon solution</p> <p>If all other steps have been followed and the issue is not resolved, contact the Director of the School of Social Work who will work with both the instructor and student to reach a mutually agreed upon solution</p>	<p>In rare situations where a mutually agreed solution cannot be reached, students have the right to appeal. if you believe that an inappropriate grade decision was made or that your personal circumstances were not considered please consult the appeal process.</p> <p>Information on the appeal process can be found here:</p> <p>https://www.lakeheadu.ca/sites/default/files/policies_procedures/Reappraisal%20and%20Academic%20Appeals_0.pdf</p>

<p>STUDENT-to-STUDENT RELATIONS</p>	<p>Consult the Student Code of Conduct (academic and non-academic):</p> <p>https://www.lakeheadu.ca/students/student-life/student-conduct</p> <p><u>In cases of group work;</u> You are expected to respect and regularly communicate with all group members. In the case that a group member is not communicating with the group or completing their work: talk to the group member to identify barriers to them completing their work and remind them of their responsibility within the group.</p>	<p>In cases of group work: if no change occurs after the discussion, the student may discuss their difficulties engaging with this group member with the course instructor.</p> <p>In cases of student-to-student conflict, please meet with your peer to discuss the conflict and how you can both work at resolving it.</p>	<p>If the previous steps have been followed and the conflict was not resolved, contact the Undergraduate or Graduate Coordinator of the School of Social Work who will work with the involved parties to reach a mutually agreed upon solution that does not conflict with student essential skills or program learning outcomes.</p>	<p>If the conflict was not resolved in step three, the Director of Social Work or the Lakehead University Ombudsperson can answer questions and resolve problems:</p> <p>https://www.lakeheadu.ca/faculty-and-staff/departments/services/ombuds-office.</p> <p>Another resource in regard to incidents involving harassment and discrimination are the Harassment and Discrimination Policy and Procedures found here:</p> <p>https://www.lakeheadu.ca/sites/default/files/policies_procedures/Harassment%20and%20Discrimination%20Policy%20and%20Procedures.pdf</p>
--	--	---	---	---

<p>INSTRUCTOR-STUDENT RELATIONS</p>	<p>Consult the Student Code of Conduct (non-academic): https://www.lakeheadu.ca/students/student-life/student-conduct</p> <p>Students should also review the essential requirements for student success in the social work program found here: https://www.lakeheadu.ca/programs/departments/social-work/mission-statement</p> <p>Review the Harassment and Discrimination Policy and Procedures found here: https://www.lakeheadu.ca/sites/default/files/policies_procedures/Harassment%20and%20Discrimination%20Policy%20and%20Procedures.pdf</p> <p>Students may also review the FAQ for Faculty and Staff to understand the expectations of faculty found here: https://www.lakeheadu.ca/faculty-and-staff/departments/services/ombuds-office/advice</p>	<p>Arrange a meeting with your instructor to discuss your concerns and resolve the conflict. The Ombudsperson can also be contacted for advice or guidance.</p>	<p>Meet with instructor and Undergraduate or Graduate Coordinator (who may inform the Director). The Undergraduate Coordinator will work with both the instructor and student to determine a mutually acceptable outcome.</p>	<p>If all other steps have been followed and the conflict is not resolved, contact the Director of the School of Social Work.</p>
--	---	--	---	---

<p>GROUP CONCERNS</p>	<p>If three or more students have a similar concern, students must clarify the concern in writing to the instructor, identifying:</p> <ol style="list-style-type: none"> 1. The persons with the concern. 2. The attempts made to address the concern to date. 3. Possible solutions. <p>Course instructors have the option of informing the Undergraduate or Graduate Coordinator of group concerns.</p> <p>Consult the Student Code of Conduct (academic and non-academic): https://www.lakeheadu.ca/students/student-life/student-conduct</p> <p>Students should also review the essential requirements for student success in the social work program found here: https://www.lakeheadu.ca/programs/departments/social-work/mission-statement</p> <p>Review the Harassment and Discrimination Policy and Procedures found here:</p>	<p>Arrange a meeting with your instructor to discuss your concerns and resolve the conflict.</p> <p>In situations where the concern or conflict is not resolved, please arrange a meeting with the Undergraduate or Graduate Coordinator.</p> <p>The Ombudsperson can also be contacted for advice or guidance.</p>	<p>In situations where the direct meeting with the instructor does not result in a solution, a joint meeting with instructor, Undergraduate or Graduate Coordinator (who may inform the Director) and relevant students will take place. The Undergraduate or Graduate Coordinator will work with both the instructor and student party to determine a mutually acceptable outcome.</p>	<p>If all other steps have been followed and the concern remains unresolved, contact the Director of the School of Social Work who will work with the involved parties to reach a mutually agreed upon solution that does not conflict with student essential skills or program learning outcomes.</p> <p>This meeting will provide an opportunity to focus on issues and solutions. Information will be taken to determine an outcome and decision. Students may or may not be privy to information leading up to final decisions.</p> <p>If final decisions are not acceptable, students can contact the Ombudsperson, Ontario Human Rights as well as the Dean of Faculty Health and Behavioural Sciences.</p>
------------------------------	---	---	---	---

	<p>https://www.lakeheadu.ca/sites/default/files/policies_procedures/Harassment%20and%20Discrimination%20Policy%20and%20Procedures.pdf</p> <p>Students may also review the FAQ for Faculty and Staff to understand the expectations of faculty found here: https://www.lakeheadu.ca/faculty-and-staff/departments/services/ombuds-office/advice</p>			
--	---	--	--	--

Helpful Resources

Graduate Studies Supervisory Policy

<https://www.lakeheadu.ca/programs/graduate/regulations/responsibilities>

Indigenous Initiatives

<https://www.lakeheadu.ca/faculty-and-staff/departments/services/provost-vice-president-academic/orientation-handbook/pvp-academic/Indigenous-Initiatives>

Lakehead University Ombudsperson

Helpful forms: <https://www.lakeheadu.ca/faculty-and-staff/departments/services/provost-vice-president-academic/orientation-handbook/pvp-academic/ombudsperson>

Contact Information: <https://www.lakeheadu.ca/faculty-and-staff/departments/services/ombuds-office/advice/for-students>

Lakehead University Student Union

<https://www.lusu.ca>

Student Accessibility Services

<https://www.lakeheadu.ca/students/student-life/student-services/accessibility/prospective-students/register-with-sas>

Student Code of Conduct-Academic Integrity

https://www.lakeheadu.ca/sites/default/files/policies_procedures/Student%20Code%20of%20Conduct%20-%20Academic%20Integrity.pdf

Student Code of Conduct-Non-Academic

https://www.lakeheadu.ca/sites/default/files/policies_procedures/Student%20Code%20of%20Conduct%20-%20Non-Academic.pdf

Student Health and Wellness

<https://www.lakeheadu.ca/students/wellness-recreation/student-health-and-wellness>

Student Success Centre

<https://www.lakeheadu.ca/students/academic-success/student-success-centre>

Thunder Bay Field Education Manual

<https://www.lakeheadu.ca/sites/default/files/uploads/103/2021%202022%20HBSW%20Field%20Manual%20Revised%20October%2029%202021.pdf>

Orillia Field Education Manual

<https://www.lakeheadu.ca/sites/default/files/uploads/103/Orillia%20HBSW%20Field%20Education%20Manual%202021-2022%20Shortened%20version%20as%20of%20July%2023%202021.pdf>