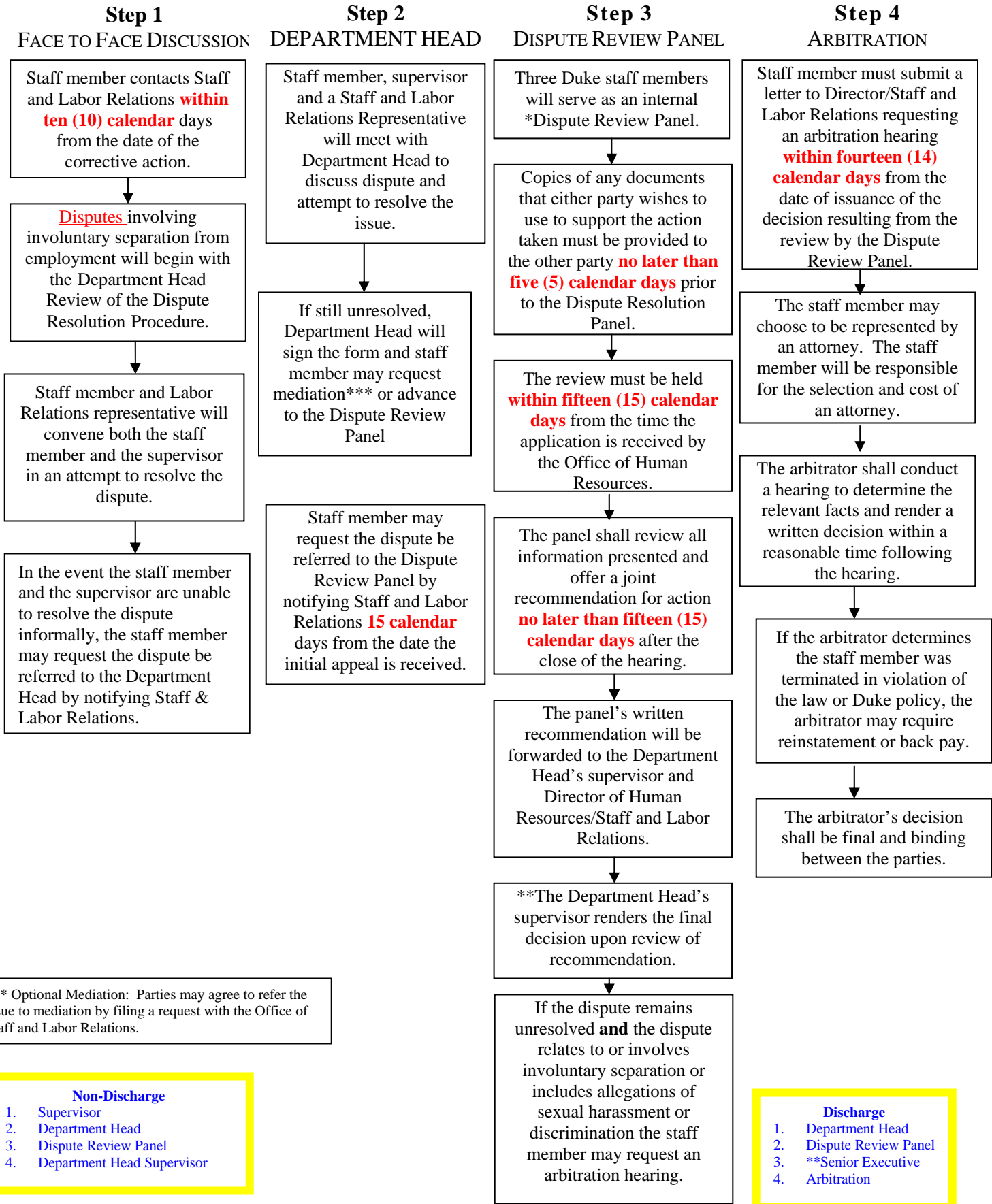


### DUKE DISPUTE RESOLUTION PROCEDURE



\*\*\* Optional Mediation: Parties may agree to refer the issue to mediation by filing a request with the Office of Staff and Labor Relations.

- Non-Discharge**
1. Supervisor
  2. Department Head
  3. Dispute Review Panel
  4. Department Head Supervisor

- Discharge**
1. Department Head
  2. Dispute Review Panel
  3. \*\*Senior Executive
  4. Arbitration

\*Staff and Labor Relations will select three panel members. The (3) selected panel members will select a chairperson from the panel. No panel member may be employed by the same department as the staff member filing the complaint.

\*\*In cases related to involuntary separation, or allegations of harassment or discrimination, the recommendation for action shall also be submitted to the Executive Vice President of Duke University, the President/Chief Executive Officer for Duke University Health System or the Provost for review and final approval.