

Who is the Conciliation Counselor?

Sandra Russ, Distinguished University Professor Emerita and the Louis D. Beaumont University Professor Emerita of Psychological Sciences, is the conciliation counselor.



Russ, a renowned clinical child psychologist, served as a professor in the Department of Psychological Sciences for more than 40 years before her retirement from teaching in 2022.

In addition to her service to the university as a professor, Russ provided leadership in a number of roles including periods as assistant provost, associate provost, two terms as chair of the faculty senate, and two separate appointments as interim dean of the College of Arts and Sciences.

Case Western Reserve University aspires to be an inclusive environment, believing that the creative energy and variety of insights that result from diversity are a vital component of the intellectual rigor and social fabric of the university. As a scholarly community, Case Western Reserve is inclusive of people of all racial, ethnic, cultural, socioeconomic, national and international backgrounds, welcoming diversity of thought, pedagogy, religion, sexual orientation, gender identity/expression, political affiliation and disability. We believe in a culture of inclusion that encourages relationships and interactions among people of different backgrounds, a culture that enhances human dignity, actively diminishes prejudice and discrimination and improves the quality of life for everyone in our community.



FACULTY CONCILIATION AND MEDIATION PROGRAM

case.edu/facultysenate/conciliation-mediation-program

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FACULTY CONCILIATION AND MEDIATION PROGRAM AT CASE WESTERN RESERVE UNIVERSITY

What is conciliation/mediation?

A confidential, semi-structured process in which an impartial third party helps disputing parties resolve their work-related problems or conflicts. It is a non-judgmental, voluntary process that helps parties find mutually satisfying resolutions to their problems without the use of formal grievance proceedings.

How does it work?

One party to a conflict contacts the conciliation counselor and asks for an initial meeting to determine the nature of the problem and explore possible options for resolving it.

Options may include:

- Individual consultation
- Facilitated dialogue
- Conciliation/mediation by the conciliation counselor
- Mediation by an outside mediator
- Referral to another source

If conciliation/mediation is desired, the initiating party or the conciliation counselor will contact the other party to determine their interest in participating in the process. If both parties agree, the process proceeds with the conciliation counselor serving as a mediator. For a variety of reasons (confidentiality, conflict of interest, or legal issues), one or both parties may request referral to an outside professional mediator to be provided at the university expense.

Call the conciliation counselor directly at **216.368.2814** (office) or email conciliator@case.edu, or call the office of the secretary of the university faculty at **216.368.0705**.

Grievance process	Conciliation/mediation
An adversarial, rights-based process	A conciliatory, interests-based process
An entitlement. The complainant grieves and the university is obligated to respond	A mutually voluntary process – either party may request it, and either may accept or decline
An alleged violation of policies and procedures	Broad range of conflicts and disputes
Committee hears facts and makes recommendations to president of the university	Seeks common understanding and mutual agreement
President makes final decision or determination	Parties search for a mutually acceptable solution
May result in redress for the complainant	Parties decide on an acceptable solution within their authority
Often stretches out over a period of months	Can be completed in as little as a few weeks
Is confidential	Is confidential, protected by law
A formal and structured proceeding	An informal and facilitated process

What topics are appropriate for conciliation and mediation?

- Complaints against the administration or an officer of the university
- Procedural disputes regarding the promotion and tenure process
- Resource allocation
- Personal or professional disputes with a faculty colleague
- Issues of respect and cooperation

What issues are not appropriate for conciliation and mediation?

- Violation of the university constitution or by-laws
- Academic misconduct
- Decisions on tenure and promotion
- Sexual harassment
- Discrimination
- Research misconduct
- Any issue in which legal action is pending

Who will know about the mediation?

Under Ohio law, the content of a mediation with the conciliation counselor and any outside mediator is confidential. Only the names of individuals involved, meeting dates, and whether a resolution was reached will be disclosed to the office of the provost.

Is the grievance process still available?

Yes. The grievance process is still available to faculty when there is an alleged violation of university policies and procedures. Although conciliation and mediation are recommended alternatives or precursors to the grievance process, they are not required.

Do I waive my rights to filing a grievance later on if I elect conciliation/mediation now?

No. Participants in a conciliation or mediation will be asked to suspend any grievance process until the conciliation or mediation is completed.