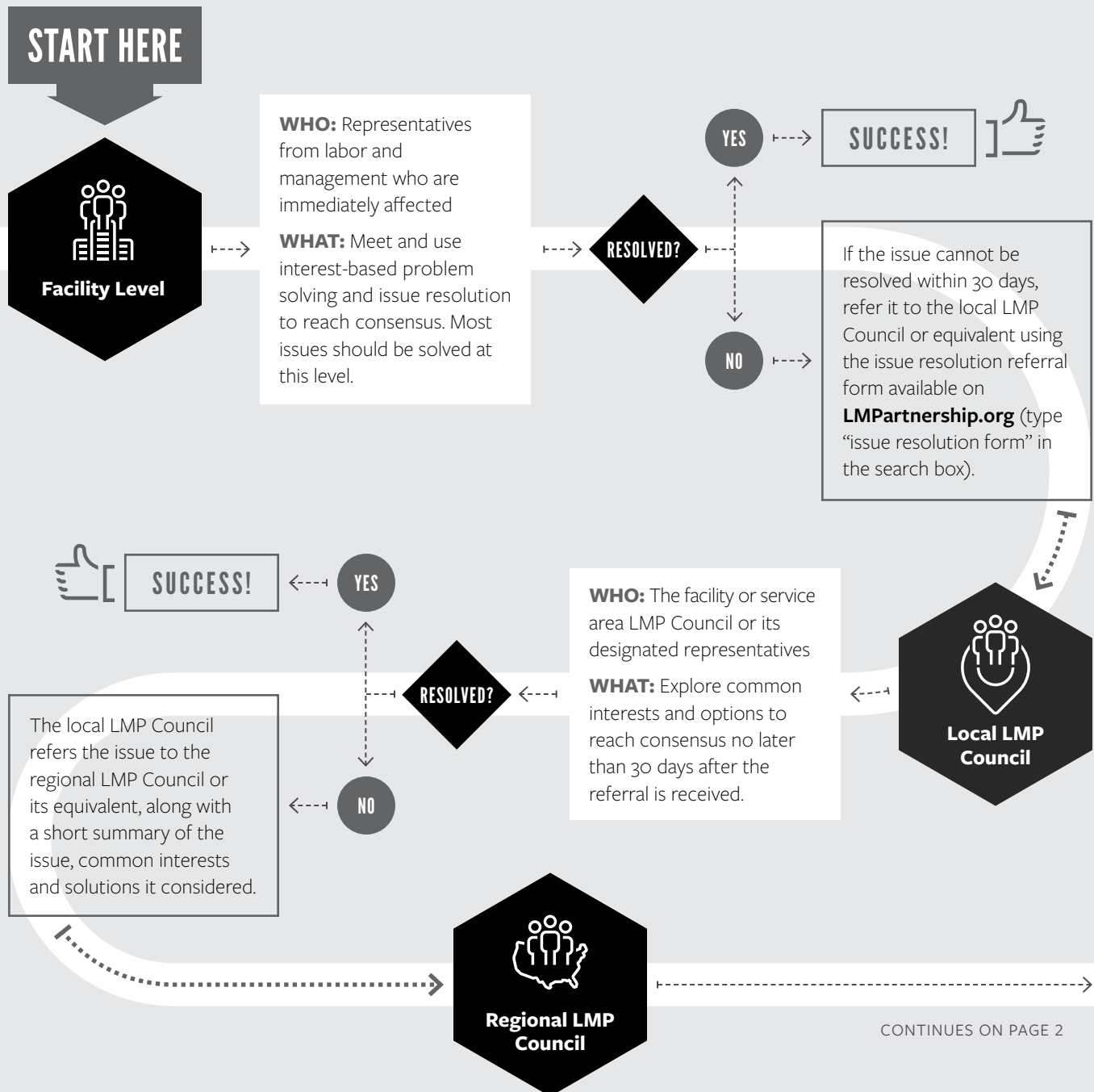


# Got issues? Use IR

The issue resolution processes spelled out in the 2015 National Agreement are designed to resolve disputes, many of them related to Section 1 of the agreement. If you need to use IR, follow the order here and start the process at the lowest possible level—ideally the level where the problem arose.



# Got issues? Use IR CONTINUED FROM PAGE 1



**Regional LMP Council**

**WHO:** Regional LMP Council or its designated representatives

**WHAT:** Further explore common interests and options, and try to resolve the issue no later than 30 days after its referral.

**NOTE:** If the issue arises at the regional level, it may be brought directly to the regional LMP Council.

**RESOLVED?**

YES

**SUCCESS!**



NO

The council will prepare a short summary of the issue and its efforts to resolve the matter, and refer it to the national tri-chairs of the Labor Management Partnership.



**SUCCESS!**

YES

**RESOLVED?**

NO

**WHO:** National LMP tri-chairs

**WHAT:** Appoint a labor-management fact-finding team to investigate the matter and attempt to mediate the issue.



**National LMP Leadership**

If consensus isn't reached, the fact-finding team will submit a report within 30 days of its appointment summarizing the key issues. The tri-chairs will submit the report to the LMP Executive Committee. If the issue remains unresolved, either Kaiser Permanente or the Coalition of Kaiser Permanente Unions may request the appointment of a national panel to address the issue.

**“Using the issue resolution process helps create a solution that is not only well thought out but also, given the buy-in and ownership that comes from participation, smoother to implement.”**

— **UTE KONGSBACK**, LMP Education and Training, Coalition of KP Unions labor partner (OFNHP/ONA, Northwest)



**National LMP Panel**

**WHO:** National LMP tri-chairs will appoint a national panel made up of union and management representatives and a neutral designee.

**WHAT:** The panel will craft a solution within 30 days, unless that period is extended by mutual agreement.

→



**The resolution will be final and binding.**

→

**END**