

REDS FACT SHEET

Resolve Employee Disputes Swiftly (REDS) is an alternative dispute resolution (ADR) process used to resolve workplace problems. The process may be used to settle communication problems, disputes between employees/management, EEO complaints, or grievances. The employee or management official involved in the dispute may suggest REDS as an ADR process. Employee use of the program is voluntary. If an employee wants to use REDS and management is involved in the dispute, management must participate.

BENEFITS

Reach a solution quickly
Focus on the interest of the parties
Improve future working relationships
Parties speak directly to each other
Win-Win situation

METHODS UTILIZED

Mediation - Both parties meet with a neutral that facilitates conversation and assists the parties to reach a mutually agreeable solution. The solution is drafted into an agreement that is binding on both parties.

Peer Review - Both parties select a representative that sits on the panel with a neutral. After the parties present their issues, the panel reaches a binding agreement that both parties will honor.

PROCESS

1. Employee raises problem through the chain of command/supervision.
2. Employee contacts REDS POC (EEO) or member of the REDS team (EEO, CPAC, Legal, or Union).
3. REDS POC refers issue to panel to determine if issue is appropriate and REDS should be offered.
4. POC will notify employee of panel decision.
5. If REDS is offered, parties agree to resolve issue(s) in good faith and by full and open communication.
6. Participants should come prepared to negotiate and/or compromise on points of interest in order to obtain a workable resolution of the issues.

REDS Team consists of:

- EEO - Kathleen V. Buttrey, AMSTA-CS-CQ, x46400
- Legal - Paul Vitrano, AMSTA-LA, x48576
- CPAC - Mark Reed, AMSTA-RM-P, x47891
- Union - Charles Case, AMSTA-IM-DR, x45685
- POC - Elizabeth Bruton-Pollard, AMSTA-CS-CQ, x48991