



DEFENSE SECURITY SERVICE
27130 TELEGRAPH ROAD
QUANTICO, VA 22134

JAN 14 2013

MEMORANDUM FOR DEFENSE SECURITY SERVICE EMPLOYEES

SUBJECT: Alternative Dispute Resolution (ADR) Policy

This policy statement reaffirms my commitment to ensure the Defense Security Service operates efficiently and effectively. To that end, I strongly support the use of ADR whenever possible to manage ongoing and potential workplace conflicts at the earliest stage feasible, and at the lowest possible level of leadership.

The preferred method of ADR is mediation. Mediation is voluntary and designed to improve communications and workplace relationships during the informal and formal equal employment opportunity (EEO) complaints process. Mediation involves a neutral third party who assists involved parties in the process of achieving a consensual resolution, if possible. The neutral third party has no stake in the substantive outcome of the process.

Resolving complaints expeditiously contributes to our goal of maintaining an environment that fosters open communication and respect. I expect all parties using the mediation process will act in good faith and participate with the intent of obtaining a mutually satisfactory resolution. Not all complaints can be resolved through ADR; therefore, the ADR program has been designed so that employees retain their rights to continue the administrative EEO process if a resolution is not reached.

You can learn more about the role of ADR in resolving workplace disputes by reviewing DSS Regulation 09-13, "Alternative Dispute Resolution for EEO Complaints," which provides details about the process, eligibility, and participant responsibilities. This regulation and other information is posted on the EEO home page on the DSS intranet.

A copy of this policy will be posted on the intranet and all DSS bulletin boards. For questions concerning ADR, please contact Ms. Carolyn Lyle in the Office of EEO at (571) 305-6726. This memorandum supersedes the December 20, 2010, Alternative Dispute Resolution policy statement.

Stanley L. Sims
Director