Conflict Resolution Flowchart

Informal Approach

When a conflict arises, first try direct communication with the other party, or seek advice on conflict resolution from the Graduate Program Chair, a more experienced student in your program, or a Rackham Student Resolution Counselor. A student may also contact the Resolution Officer for the School/College, or make an appointment with the Rackham Resolution Officer Darlene Ray-Johnson for a consultation.

A resolution cannot be found.

The two parties resolve the conflict on their own.

Student may request a formal resolution conference be initiated with School/College Resolution Officer.

Both parties are notified and an investigation is conducted. Resolution Officer meets with both parties together or separately, interviews witnesses, contacts program director or department Chair, if necessary.

The resolution conference results in terms that satisfactorily resolve the dispute.

A Memo of Understanding is drafted explicitly outlining the steps for resolution. Both parties agree and sign the memo. The conflict is resolved. No further action is necessary.

Formal Approach

Student finds new evidence that may alter the facts of the dispute, the terms in the Memo of Understanding are violated or unable to be implemented.

The case is referred to the Rackham Resolution Officer.

The Resolution Officer for the School/College transfers the case to the Rackham Resolution Officer, Darlene Ray-Johnson.

The case is referred to the Dean of the College/School for adjudication. All decisions are final.

A modified agreement is worked out or a new investigation begins.

Evidence is insufficient to reopen case. Agreement stands.

KEY: Please follow solid arrows first, then dashed arrows.
To find the Resolution Officer for your School/College or to read the official Conflict Resolution Policy at Rackham please visit: http://www.rackham.umich.edu/policies/dispute_resolution/academic_dispute_resolution. You can also feel free to contact your Rackham Student Government at rsg-exec@umich.edu with any questions on conflict resolution procedures.