

MANAGEMENT POLICY

Policy Type: Personnel

Policy Title: Conflict Resolution Process

Issuing Authority: Executive Director

Purpose:

To identify the expectations for employees, service contractors, clients, volunteers and associates on matters of complaint.

Statement:

An individual who has a legitimate complaint with another individual or with an operational matter should express their concern to the individual involved or with their immediate supervisor for resolution or clarification. A member of the public should speak to the individual staff member involved first to find a solution.

If the issue is not addressed, they are requested to put their complaint in writing outlining their concern, and the resolution required. Each written complaint will be reviewed by the Executive Director and the staff involved to seek a resolution.

Should the matter remain unresolved the Executive Director may seek direction from the Board providing all relevant correspondence and any meeting minutes from the conflict resolution.

Employees, contracted staff, clients, volunteers or board members will:

1. Address their complaint directly with the individual involved or immediate supervisor.
2. Put their complaint in writing if it remains unresolved and submit it to the Executive Director.
3. Provide the Executive Director with all correspondence and materials relevant to the conflict.
4. Provide the Board with the opportunity to seek a solution should the conflict remain unresolved by the Executive Director and staff involved.

Immediate Supervisor will:

1. Notify the Executive Director if not directly involved in the conflict and action taken to seek a solution.

The Executive Director will:

1. Speak with the complainant and the staff to listen to their position(s) on the matter.
2. Make a decision about the matter and the action to be taken.
3. Notify the Board if no solution can be found to seek their direction.
4. Inform all parties of any final action.

The Board will:

1. Serve as a body of last review regarding the complaint and any action taken.