



## **CONFLICT RESOLUTION POLICY**

### **Purpose:**

The purpose of this Conflict Resolution Policy is to provide a structured and fair process for addressing and resolving conflicts in a fair, transparent, and timely manner within the Strength in Me organization and its program activities. This policy serves to promote a positive and respectful work and recreational environment, ensuring that all individuals involved in the Strength in Me organization feel heard, valued, and supported.

By outlining clear procedures for addressing conflicts, the policy helps to prevent the escalation of disputes, maintain productivity, and foster a culture of open communication and collaboration within the organization. The Conflict Resolution Policy aims to mitigate legal risks and protect the organization's reputation while promoting a safe and healthy environment for all participants and stakeholders.

### **Scope:**

This policy applies to all individuals involved in our organization, including but not limited to staff, volunteers, coaches, participants, and visitors.

### **Principles:**

- All conflicts will be addressed promptly and fairly.
- Confidentiality will be maintained throughout the Conflict Resolution Process.
- All parties involved will be treated with respect and dignity.
- The goal of this policy is to reach a resolution that prioritizes fairness, transparency, and timeliness for all individuals involved.

### **Conflict Resolution Process:**

#### **1. Informal Resolution:**

1. Individuals involved in a conflict are encouraged to first attempt to resolve the issue informally amongst themselves.
2. If the conflict remains unresolved, individuals may seek assistance from a supervisor, a coach, or a designated officer to arrange a meeting between the individuals involved and a designated officer to discuss the issue and explore potential solutions.

To ensure a fair and balanced resolution for all parties involved with impartiality and objectivity, mediators or counselors may be involved to assist in facilitating communication and resolving the issue amicably.

If a resolution is reached through informal means, document the agreed-upon actions and expectations for both parties.

#### **2. Formal Resolution:**

If the conflict cannot be resolved informally, the individuals involved may escalate the issue to the supervisor, coach, or designated officer to take the following steps:

1. **Examination:** The supervisor, coach, or designated officer will examine the conflict, including conducting interviews to ensure comprehensive gathering of all pertinent facts and information relating to the conflict.
2. **Conduct Interviews:** Conduct interviews with all parties involved, including any witnesses, and any other relevant sources to gather a complete picture of the situation.



3. **Arrange a Meeting:** Arrange a meeting with the individuals in conflict to discuss any allegations, present the facts, and allow the individuals the opportunity to share their perspective on the matter to support the findings of the investigation.
4. **Determine Next Action:** Based on the findings of the investigation and the meetings with all parties involved, the designated officer will determine the appropriate action.
5. **Decision:** The decision, along with its findings and reasoning, must be communicated in writing to the individuals, outlining any next steps.
6. **Follow-Up:** Follow up with the individuals and provide additional support as required to ensure compliance with Strength in Me's organizational policies.

### 3. Appeal Process:

The opportunity to appeal against the decision to the Appeals Committee is available if any party involved is dissatisfied with the resolution proposed by the supervisor, coach, or designated officer, or feels it is unfair or unjust.

The process for appealing is as follows:

1. The individual appealing the decision must inform the Appeals Committee in writing of the reasons for the appeal.
  2. The individual has the right to appeal in writing within 10 business days after receiving notification of the decision.
  3. A designated Appeals Committee, who was not involved in the initial decision, will review the appeal and any supporting documentation provided by the individual.
  4. An Appeal Hearing may be conducted to allow the individual to present their case and respond to the reasons for the appeal.
  5. The Appeals Committee will base its decision on the information presented during the Appeal Process and will communicate the outcome in writing to the individual involved.
  6. The decision of the Appeals Committee is final and binding, concluding the Appeal Process.
4. **Documentation:** All Conflicts including the steps taken to resolve them, will be documented and kept on file for records retention.
  5. **Training and Awareness:** All individuals within the organization will receive training on this Conflict Resolution Policy to ensure they are aware of the process and their rights in resolving conflicts.
  6. **Compliance:** Compliance with this Conflict Resolution Policy is mandatory for all individuals within the organization. Failure to comply may result in disciplinary action.

This Conflict Resolution Policy is designed to promote a safe and healthy environment within Strength in Me and is essential for all individuals to adhere to this policy to ensure the well-being of everyone involved.