

Appendix 2 – Conflict Resolution Procedures

These procedures apply to members of [Friends of Lochiel Park, Inc](#) (“*The Association*”) where a member has an issue with another person (who may or may not be a member) which arises from an action or decision of a member of *The Association*. This includes actions or decisions by the Friends of Lochiel Park Committee (“*The Committee*”).

Conflict is a part of life in any community, and we need to manage it well for the community to thrive. Resolving conflict respectfully can help us create better solutions and learn about ourselves and each other. We want to:

- prevent the escalation of any conflict and the growth of resentment
- help people avoid destructive conflict
- make sure that the aims and objectives of *The Association* are taken into account if a conflict develops
- acknowledge and address any concerns raised
- make sure that all individuals involved are treated fairly
- create win-win outcomes so that we can all continue to live and work in harmony
- make sure disputes are handled in a timely way.

Principles

- Disputes will ideally be resolved informally, without involving others where possible, in the best interests of *The Association* and its members.
- When a conflict arises and an immediate solution cannot be found, parties must meet as soon as possible and preferably within two weeks of *The Committee* becoming aware of the conflict, with the aim of reaching an outcome within a further four weeks.
- All formal meetings between conflicted parties will be conducted according to the guidelines outlined by the Conflict Resolution Network (see box above). Refer to their website <https://www.crnhq.org>.

Check out the Conflict Resolution Network's website especially:

<https://www.crnhq.org/12-skill-summary/>

They have put together a toolkit of 12 skills.

- Win/win approach,
- Creative response,
- Empathy,
- Appropriate assertiveness,
- Co-operative power,
- Managing emotions,
- Willingness to resolve,
- Mapping the conflict,
- Development of options,
- Introduction to negotiation,
- Introduction to mediation, and
- Broadening perspectives.

Procedures

Where a member(s) perceives that a person(s) is persistently behaving in a way that causes problems to themselves or other members, or they have an issue with any action or decision of *The Committee*, they can:

1. Initially raise the issue with the other party in a friendly way, endeavouring to find a prompt resolution. The member with concerns should tell the other party that they have an issue, how they see the issue and how it affects them. They should refrain from unfriendly, blaming or abusive language,
2. Bring it to the attention of *The Committee*. *The Committee* will then communicate their concerns to the person(s) concerned, and request that the behaviour be discontinued, or the issue resolved within two weeks or discuss resolution of the issue if an action or decision of *The Committee* is involved and get back to the complainant within two weeks.

The person may choose to refute any allegations in writing to the Secretary of *The Committee*, in which case *The Committee* will attempt to resolve the dispute. They may involve any other member or person in any way appropriate to attaining a satisfactory outcome. Where the matter is not resolved, and a formal meeting(s) is needed, either party can request that an independent third party be present.

The outcome of such meeting(s) should be recorded in writing, with each party to the dispute and the Secretary of *The Committee* having a copy.