

Conflict resolution

Category:	Caring for people	Version:	1
Date of Issue:	01-11-08	Contact:	Operations Team Coordinator

Purpose

To guide the Farm in providing a pathway to resolving conflicts within our community.

Policy

It is recognised that it is inevitable that conflicts will arise.

It is also recognised that most conflicts should be able to be resolved to the reasonable satisfaction of all concerned.

It is acknowledged that disputes may arise due to simple misunderstandings or communication not being as effective as it could be, and that problems may evaporate by simply communicating the problem directly to the person concerned.

Conflict should be dealt with at an early stage and not left to smoulder on.

Conflict should be dealt with consciously and actively rather than swept under the carpet.

The process of resolving conflict can lead to creative growth in the organization.

Complaints and grievances from people involved in the organisation should be raised and dealt with within the organisation as far as possible.

Efforts should be made to ensure that members of the public are protected at all times from the effects of the dispute.

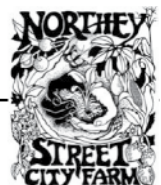
Openness, honesty, confidentiality and equal respect for views of all parties are crucial for the successful resolution of conflicts.

Procedures

The Management Committee will appoint a Dispute Contact Person who is acceptable and accessible to everyone in the organisation. The role of the Dispute Contact Person will be to act as a point of contact for persons with a grievance or dispute.

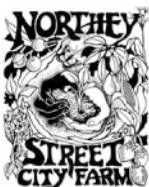
The dispute resolution process

1. A person with a grievance or dispute is encouraged to discuss the issue with the other person directly involved if they feel comfortable with this. They are encouraged to seek support from their supervisor, volunteer coordinator or the Dispute Contact Person with regard to this.
2. If the person with a grievance or dispute does not feel comfortable in approaching the other person directly or if (s)he has spoken to the person directly and the complaint / difficulty continues, then the complainant should report the issue to their supervisor, volunteer coordinator or the Dispute Contact Person.
3. The supervisor, volunteer coordinator or Dispute Contact Person should endeavor to mediate the dispute by hearing the concerns of both parties and seeing whether an agreed resolution can be found.
4. If the supervisor, volunteer coordinator or Dispute Contact Person believes that the issue is of a sufficiently serious nature, (s)he can issue a verbal warning to one or both of the persons involved. The warning should include:
 - a. A clear statement of the specific concerns
 - b. The expectations regarding the resolution of the concerns



policy and procedures manual

- c. The time within which the changes should be made.
5. If the grievance or conflict continues, the supervisor, volunteer coordinator, Dispute Contact Person or the person or persons in dispute should take it to the member of the management committee designated by that committee as Dispute Reference Person. The Dispute Reference Person can provide advice and support to the supervisor, volunteer coordinator or Dispute Contact Person to continue their efforts to mediate the conflict. Alternatively, (s)he can attempt to mediate the conflict directly herself or arrange for an external mediator.
6. If the grievance or conflict still continues, the Dispute Contact Person should, at this stage, inform the Management Committee about the dispute and the measures taken to attempt resolution. The Management Committee should initiate further procedures to resolve the conflict, which can include:
 - a. Issuing a written warning to one or both parties. The warning would include:
 - b. A clear statement of the specific concerns
 - c. The expectations regarding the resolution of the concerns
 - d. The time within which the changes should be made.
 - e. Arranging further mediation efforts with either internal or external mediators
 - f. Reviewing policies or organisational matters that may be contributing to the continuation of the conflict
 - g. Terminating the employment, placement or attachment of the person or persons involved.



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