

Clarkson Fairfields South Ratepayers' Association Conflict Resolution

Synopsis

This policy provides an escalation path for conflict where the parties have already engaged in the normal bilateral dialog that resolves most issues.

This policy covers conflict within the CFSRA Board (between board members ("directors")), and issues raised by community stakeholders* about board and association activities.

The objective is to achieve a fair and transparent resolution with minimal negative impact on all parties, including the community at large who may not be a direct party to the conflict, and to avoid future instances of such conflict.

As volunteer board members, this policy holds no requirement for timeliness, or responsibility. Directors will deal with the issue in good faith, as they do all of their voluntarily held responsibilities.

**Stakeholders*

Where "neighbourhood" refers to the homes within the boundaries of the association, stakeholders are:

1. People for whom the neighbourhood is their primary residence;
2. Owners of homes in the neighbourhood;
3. Association's directors;
4. Elected government officials within whose jurisdiction the neighbourhood falls, and employees/contractors working on their behalf;
5. President/chair of the board of neighbouring ratepayers' associations, representing the interests of those neighbourhoods.

The **Resolution Chair** (see below) may determine other parties to be stakeholders where there is a logical omission from the above enumerated list.

Protocol

Contact

Written communication may be by letter or email to a director, or email to the general association email address: clarksonfairfieldsratepayers@gmail.com.

Recording Complaints Resolved Outside of this Conflict Resolution Procedure

Where an issue has been resolved without recourse to the resolution procedure outlined below, a synopsis of the conflict may be submitted to the board via written communication. The issue will be recorded in the minutes of the next quorate board meeting and the board will determine what additional or preventative action, if any, is required.

Conflict Resolution Procedure

Step 1: Raise Point of Conflict

Written communication to the board (see “Contact” above). Initial point of contact will inform all other board members.

Step 2: Determine the “Resolution Chair”

The Resolution Chair will guide the conflict to resolution, making their own determination where consensus cannot be achieved. The Resolution Chair ought not be a party to the conflict, unless this is unavoidable (for example the entire board is a party, or no other board member is available). In order of precedence, depending on suitability and availability, the Resolution Chair will be:

1. Association President;
2. Association Secretary;
3. Association Treasurer;
4. Any director, with the approval of any 1 other director.

Each successive option will be passed over if there is reasonable objection by any party, or if the option recuses themselves. Where it is not possible to nominate a viable Resolution Chair from the board, then assistance will be sought through the Ward 2 councillor’s office.

Step 3: Determine the Resolution

- a) Written acknowledgment of the point of conflict. Primary objective is to ensure that all parties agree on what the point of conflict is, and acknowledge the other party/ies’ point of view;
- b) Determine seriousness of the complaint;
- c) Determine path of investigation;
- d) Identify options;
- e) Develop a solution.

The Resolution Chair is encouraged to seek legal advice where necessary and within the means of the association’s finances. Where there is legal impasse (within the financial means of the association) is reached, resolution may, indeed is likely to, result in the dissolution of the association.

Resolution may include expulsion as a board director and/or as a member of the CFSRA.

Step 4: Acquire Board Approval

At the sole discretion of the Resolution Chair, an extraordinary board meeting may be called. Otherwise the conflict will be reviewed and moved towards resolution at the next regular board meeting.

1. A motion is made;
2. The motion is discussed;
3. A vote is taken and recorded.

Step 5: Acquire Legal Approval (Where Necessary)

Step 6: Enact Resolution

Step 7: Determine and Enact Preventative Action/Lessons Learned