

5. Conflict and Complaint Resolution Policy

Objective: To set a basic framework and outline for conflict or complaint resolution.

Context: The Milk River Watershed Council Canada (MRWCC) is committed to creating and maintaining an organizational environment characterized by constructive, productive and supportive working relationships. This environment allows for different points of view and contrasting styles of understanding and action, requiring collective efforts to manage the complexity and challenges of human interaction.

Responsibility: All persons involved with the MRWCC have an obligation to communicate openly and respectfully with one another and to provide reasons for their decisions or actions. When conflicts or complaints arise, there is a collective responsibility to seek resolution, dispel any misunderstandings and implement any appropriate changes to practices, procedures and policies.

Concerns with the MRWCC, its Board and members should be communicated and acted upon in a timely manner, in accordance with the following guidelines:

1. The concerned party should communicate directly with the person or persons (subject party) whose decisions or actions are the cause of concern to allow them to review the concern, clear up any misunderstandings, and make any appropriate adjustments to resolve the concern.
2. If the circumstances are such that the person with a concern is unable or unwilling to communicate directly with the subject party, then the concern should be communicated, verbally or in writing, to the MRWCC Executive Director for assessment and follow-up. If the concern is not readily resolved and warrants Board attention, the Executive Director will request appropriate details in writing and present the concern to the Board. The Executive Director or the Board may seek outside or independent assistance in resolving concerns that reach the Board.
3. Persons involved in helping resolve the concern can play a facilitation or mediation role to help the parties restore a positive working relationship, or pursue necessary information to allow the Board to assess the concern and undertake any necessary follow-up.
4. Complaints and conflicts shall be dealt with in a confidential manner. In order to limit unreasonable damage to the reputation of the MRWCC, all parties will refrain from drawing others into the process as a way of garnering support or gaining attention.
5. Meetings to resolve a complaint shall be open only to the parties and those attempting to resolve the complaint. The parties may have council or supporter present. Meetings may be with the parties individually or together. In the interest of confidentiality, no

minutes or written record of what is said in these meetings shall be recorded. The outcome of the meetings or a resulting agreement will be documented.

Approved April 26, 2018