

Gratefully received from the Winnipeg Newcomers' Club, June 2007

PROCESS OF RESOLUTION FOR EXECUTIVE:

As a friendship club, all members of the executive if approached concerning a disagreement or problem with a member or between members, will address the concern immediately observing the following protocol:

1. The executive member who has been approached about the disagreement or problem would ask the member if resolution might be possible through discussion between the parties, putting the onus for resolution back on the persons involved.
2. If resolution by discussion between the parties is not possible or is unsuccessful, then the person with the complaint should be directed to speak to the President. The President will request the complaint be put in writing. The President will inform the person about the process of resolution ensuring that the person knows and understands that her letter will be given to the other party. The person to whom the complaint is directed must be notified and given a copy of the letter and an explanation of the process of resolution once the Executive has been notified of the complaint.
3. Once the President receives the formal letter of complaint, she will take the formal complaint to the Executive either at a regularly scheduled Executive Meeting or a Meeting convened for the purpose of discussing options for dealing with the situation. Two members of the executive will be delegated to encourage a dialogue between the parties and to assist the parties in resolving the misunderstandings and reaching a resolution. It is vital that the parties agree to fully participate and respect the investigation committee's role, answer all the requests and follow the timeline set out by the Executive. All parties need to understand and enter into the process in good faith. It shall also be understood that the complaint will be handled in a confidential manner and will not be the topic of discussion with anyone other than the parties involved. Once the mediation has taken place the investigation committee will provide the Executive with their recommendations.
4. Once the recommendations have been received and reviewed by the Executive, a decision shall be made and voted on. All parties need to agree to respect the decision of the Executive.