

# Complaint & Conflict Resolution Policy

## The World U.P. Foundation

The World U.P. Foundation (“World U.P.”) Board of Directors (“Board”) believes that all decisions should only be made once all opinions, ideas and concerns are taken into account. The Board’s default decision-making process is achieved through the process of consensus. The guidelines below are intended to provide guidance on achieving paths for resolution for either a complaint or conflict.

### ISSUES, CONFLICTS, & COMPLAINTS

1. **Discussion.** To resolve a group conflict effectively, everyone needs to understand the issue. Any board member may place a conflict or complaint on the agenda fifteen (15) days prior to the next scheduled meeting or request a special session as needed.
2. **Privacy & Anonymity.** In the instance where a World U.P. Community Member would like to remain anonymous, they may raise a complaint anonymously to the Board for discussion. The complaint may be brought to another Board Member for discussion or be submitted to the Board as an anonymous brief summary, which may be submitted through the World U.P. Foundation Website Contact Us Form using a pseudonym. When using this method, the brief or information provided should be sufficient and complete enough for Board Discussion without information. Further, the Community Member who originates the complaint is expected to attend the Board Discussion and participate in the conversation as a Board Member, they are not required or expected to disclose that they were the originator of the complaint.
3. **Everyone shall be notified that the purpose of the agenda item or meeting is to deal with conflict that has come up within the group.**
4. **Briefly summarize the problem, as you understand it. Let the group know that you want to work with them, as a team, to resolve the issue. Provide this to the board for the agenda.**
5. **Put a positive spin on the situation. Let members of the group know that you appreciate that they care enough about their work or the community to have strong feelings about what happens in the group.**
6. **Discuss how the conflict or complaint is affecting the group.**

7. Focus on the issues and facts. Avoid blaming and labeling group members. Singling out or blaming one or a few members of the group is unproductive. Then how to resolve them.
8. Listen actively to what they have to say and try to consider all sides of the issue objectively. Let everyone involved have their say, uninterrupted.
9. Set aside differences. Help group members work around their personal prejudices. If a group is troubled by grudges and personality conflicts, it can be difficult to resolve or avoid conflicts.
10. Acknowledge your own role in the situation. If you know that you have played a part in the conflict, acknowledge your role to both yourself and others in the group. It is okay to explain your side of things but try not to make excuses or put the blame on other members of the group.
11. Brainstorm some solutions. Once everyone understands the problem, work together as a team to come up with a solution that works for everyone. This might mean coming up with a compromise. Once you have come up with some ideas, have the whole group decide together as a team which solution is best.
12. Put solution(s) into action. Once consensus has been reached on a solution to the problem, ask everyone on the team to commit to it. Check-in with the group occasionally to make sure that the conflict has been resolved to everyone's satisfaction.

Any conflict or complaint that cannot be resolved by consensus will be referred to the Executive Board and if necessary, the Executive Director for further consideration and resolution. In this case, individual players in the conflict may be asked to meet outside the board setting to discuss the issue privately.

Resolution will be communicated to the Board.