## Board and Staff Conflict Resolution Policy Template

**Effective Date**: [Insert Date]  
**Revision Date**: [Insert Date]  
**Approved By**: [Insert Approving Body]

**1. Purpose**

The purpose of this Conflict Resolution Policy is to provide a structured process for addressing and resolving conflicts that may arise between employees, board members, or other stakeholders of [ORGANIZATION NAME]. This policy ensures that conflicts are managed promptly, fairly, and respectfully to maintain a positive work environment and support the organization’s mission.

**2. Scope**

This policy applies to:

1. Conflicts between employees.
2. Conflicts between employees and supervisors.
3. Conflicts between board members.
4. Conflicts between board members and staff.

**3. Principles of Conflict Resolution**

[ORGANIZATION NAME] commits to the following principles in managing conflict:

1. **Respect**: All parties will be treated with dignity and respect throughout the resolution process.
2. **Timeliness**: Conflicts will be addressed as soon as they are identified to prevent escalation.
3. **Neutrality**: A neutral facilitator or mediator will guide the process when necessary.
4. **Confidentiality**: Information shared during the resolution process will remain confidential, except where disclosure is legally required.

**4. Informal Conflict Resolution**

**4.1 Direct Communication**  
Employees and stakeholders are encouraged to resolve conflicts informally by communicating directly with the involved party.

**Steps for Informal Resolution**:

1. Schedule a private, one-on-one meeting.
2. Clearly express concerns using “I” statements (e.g., “I feel frustrated because…”).
3. Listen actively to the other party’s perspective.
4. Collaboratively identify a mutually acceptable solution.

**4.2 Supervisor Involvement**  
If direct communication does not resolve the conflict, the parties may seek assistance from their immediate supervisor or department head to facilitate further discussion.

**5. Formal Conflict Resolution Process**

If the conflict cannot be resolved informally, the following formal process will be initiated:

**5.1 Filing a Complaint**

1. Submit a written complaint to [Insert Position, e.g., HR Manager or Executive Director].
2. The complaint should include:
   * A detailed description of the conflict.
   * Names of individuals involved.
   * Attempts made to resolve the issue informally.

**5.2 Review and Initial Assessment**

1. The designated facilitator (e.g., HR Manager) will review the complaint within [Insert Timeframe, e.g., 5 business days].
2. If the issue falls outside the scope of this policy, the complainant will be informed and directed to the appropriate process.

**5.3 Mediation**

1. A neutral mediator (internal or external) will be appointed to guide a resolution discussion.
2. The mediator will:
   * Meet with all parties individually to understand perspectives.
   * Facilitate a joint meeting to explore solutions.
3. Mediation outcomes will be documented and shared with all parties.

**5.4 Formal Investigation (if necessary)**  
If mediation is unsuccessful or the conflict involves serious allegations (e.g., harassment, discrimination), the organization will initiate a formal investigation.

**Steps in the Investigation**:

1. Appoint an investigator (internal or external).
2. Gather relevant documents and conduct interviews.
3. Prepare a report with findings and recommendations.

**5.5 Resolution and Follow-Up**

1. A resolution plan will be developed based on mediation or investigation findings.
2. All parties will sign an agreement acknowledging the resolution.
3. The organization will follow up within [Insert Timeframe, e.g., 30 days] to ensure the resolution is sustained.

**6. Roles and Responsibilities**

**Employees and Stakeholders**:

* Address conflicts respectfully and promptly.
* Participate in the resolution process in good faith.

**Supervisors and Managers**:

* Support employees in resolving conflicts.
* Ensure a safe and impartial resolution process.

**HR Department**:

* Facilitate conflict resolution processes.
* Maintain records of all formal complaints and resolutions.

**Board of Directors**:

* Address conflicts involving board members in accordance with this policy.

**7. Training**

1. All employees and board members will receive annual training on conflict resolution techniques.
2. Supervisors and managers will receive additional training on facilitating conflict resolution within their teams.

**8. Confidentiality**

Conflicts will be handled with the highest level of confidentiality. Information will only be shared on a need-to-know basis or as required by law.

**9. Monitoring and Reporting**

1. The HR department will track conflict resolution cases and report trends to the executive team annually.
2. Policy effectiveness will be reviewed as part of the annual organizational policy review.

**10. Policy Review and Updates**

This policy will be reviewed annually by [Insert Position, e.g., HR Director or Governance Committee] and updated as necessary to reflect organizational and legal changes.

Approved by: [Insert Name or Position]  
Date: [Insert Date]  
Review Date: [Insert Date]  
Next Review Date: [Insert Date]