

NED Policy on Conflict Resolution

Object of Policy

The objective of this policy is to identify, prevent, manage and resolve conflicts within the organisation and its clients, in a restorative process.

Scope of Policy

This policy applies to all association members, employees, volunteers and contractors to the NED Foundation.

Principles

All instances in resolving conflicts between people will be processed by the organisation using the principles of Restorative Practice.

Description of Conflict

Where a situation or event has arisen, or is perceived to be anticipated, wherein exists a serious discomfort, disagreement or argument which could:

1. hinder the effective operations of the organisation,
2. lead to sustained animosity, and/or
3. cause considerable distress.

Disclosure

When a person or persons believe a situation exists likely to cause conflict they are obliged, in the first instance, to raise the matter with the person/s with whom it is perceived the issues and/or grievance exists.

If the issue remains unresolved then the parties are obliged to bring the matter to the attention of the appropriate member of the organisation, either at the board or management level, and request a restorative justice conference.

Remedial Action

Upon the identification of a conflict or grievance between parties, the principles of Restorative Practice will be employed, using both formal and informal processes to proactively achieve a resolution which restores and builds the community spirit of the organisation and relationships with in it.

All parties will be required to participate in a restorative justice conference in order to:

1. Identify the source of the conflict.
2. Look beyond the incident to perceptions and organisational systems or structures.
3. Identify and acknowledge the impact upon others affected by the conflict.
4. Provide opportunity for all parties to feel satisfied that all views and feelings have been expressed and heard.
5. Canvass all parties for solutions.
6. Identify mutually acceptable solutions.

7. Achieve collective agreement.
8. Implement agreed solutions.
9. Monitor agreed action
10. Review and assessment of procedure and outcomes.
11. Identify organisational systems and or structures requiring modification.