

# Canadian Pony Club

## CONFLICT RESOLUTION POLICY



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### Conflict Resolution

The Canadian Pony club is committed to sustaining a positive environment in which the volunteers at all levels can work constructively together. The Conflict Resolution Policy and process was established as a foundation for ensuring that the environment remains positive and respectful.

The problem resolution policy is intended to:

- Provide the opportunity to resolve a conflict or complaint quickly, fairly and without judgement.
- Improve communication and understanding between branch volunteers and between branch and regional volunteers.
- Ensure confidence in committee and executive members by providing a mechanism whereby decisions can be objectively reviewed.
- Support a positive environment by allocating a process to preventing and resolving conflicts or complaints.

Volunteers who are experiencing a conflict or have a complaint are encouraged to resolve it through discussions with the immediate next chain of command. See Proper Chain of Communication.

All requests for conflict resolution, complaints and appeals shall be fully investigated and a reply will be given as quickly as possible. An e-mail acknowledging receipt of the complaint with an estimated ETA will be provided. The content of the complaint must be respectfully worded.

### Proper Chain of Communication

#### Branch Communications

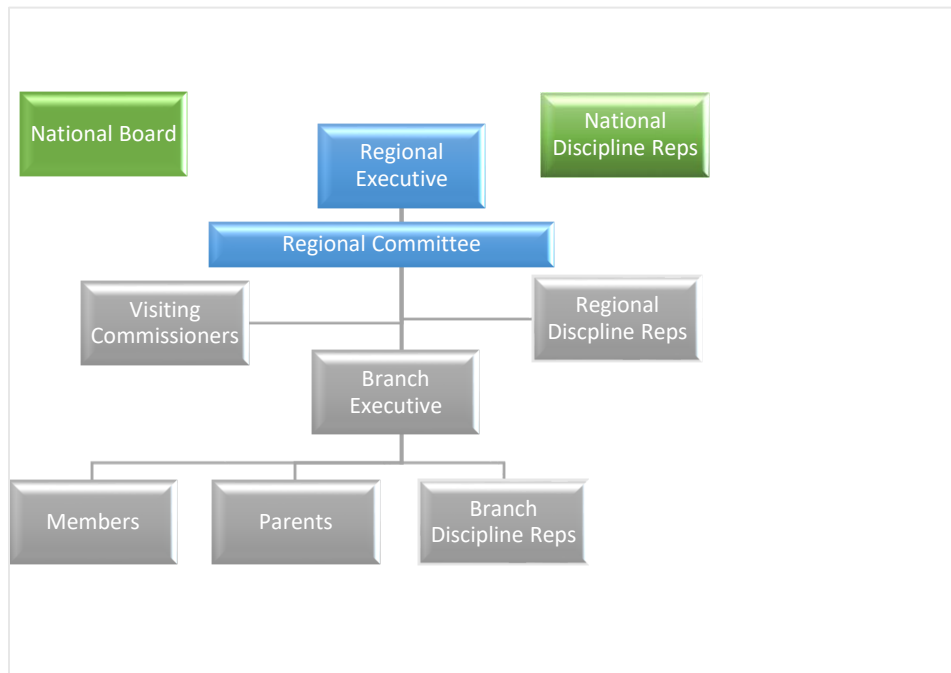
- Matters specific to a discipline and/or testing, should contact the Branch Rep for that discipline first. They can communicate with their Regional Reps who can involve their National Rep for resolution / guidance. The branch rep should be familiar with the Regional and National rules of that discipline. The branch executive should be made aware of all issues that have been brought forward.
- Members, Parents, Volunteers, Branch Reps should contact their branch executive regarding any matters to be brought to the Region. If there are issues with a member of the Branch Executive, the remaining members of the executive will act as the committee.
- Branch Discipline Reps should work with their Regional Discipline Reps wherever possible around issues with their specific discipline.

#### Regional Communications

- Branch Executive who need assistance rectifying issues within their branch could ask for assistance from the Regional Executive and / or the Visiting Commissioners in their region.
- If it is determined that the allegation is beyond the scope of local controversy and is thus of a regional nature or involves regional members or volunteers, the allegation must be made to a Regional Officer. The Officer receiving the allegation will contact the Regional Chair who will be the formal recipient of the allegation and will preside over all the Region's considerations of the allegation which may be done by the full Regional Committee or a subcommittee assigned by the Regional Committee for that purpose.
- If the Regional Chair is the accused, this responsibility shall be transferred to the Regional Vice Chair or if one does not exist to the Regional Director if they are not also the Regional Chair in which case to the Regional Treasurer.



- Communication to a Regional Committee is made by contacting any one of the Region's Officers (Chair, Vice Chair, Director, Deputy Director, Secretary, or Treasurer).
- Matters should be brought forward to the Regional Executive outside of the Regional Meeting. The best approach to start the communication is either an e-mail outlining the details of the issue, parties involved and what outcome you are seeking or the request for a meeting with the executive to discuss the matter but still outlining the nature of the request.
- Communication to the National Board is made by contacting the National Director for your Region or in their absence the National Deputy Director.



### Procedures

NOTE: Although not required, volunteers are encouraged to follow the informal approach to problem resolution prior to making a formal complaint.

#### Informal Complaint Process

An informal complaint process involves discussing the issue with the appropriate contact based on the Proper Chain of Communication above so that all parties may collaboratively understand and work to resolve the related issues.

1. Volunteers who experience a conflict or who have a complaint should first attempt to discuss the matter with their immediate chain of command. In some situations this may be difficult or inappropriate. In these cases, the volunteer may request a meeting with the next level of command to discuss the problem.
2. The person contacted about the issue will analyze the merits of the conflict resolution request or complaint and will contact the complainant to inform them of the proposed plan of action. This research should always include the accused party to gain full knowledge of both sides of the story.



3. If the volunteer is not satisfied with the informal resolution of the problem, they may proceed informally to the next level of command or proceed with the formal complaint process.

### Formal Complaint Process

A formal complaint process involves making a formal written complaint to the proper "problem resolution manager". In the case of Branch issues, this would be a member of the Branch Executive. In the case of Regional issues, this would be a member of the Regional Executive. This individual, will involve the remaining members of the executive and will then conduct an investigation of the complaint and recommend a resolution.

1. Volunteers who have a complaint or require additional assistance in relation to a conflict and wish to initiate the formal problem resolution process must prepare written documentation, with supporting details, of the conflict situation or complaint and submit it to the proper executive member(s). This documentation should include the outcome they are requesting. Included in this submission must be a \$50 non-refundable fee made out to the Regional organization or the Canadian Pony Club depending on who the complaint is being sent to.
2. The executive members will investigate the merits of the conflict resolution request or complaint. The investigation should include meeting with the party accused in the complaint to gather both sides of the situation.
3. Once the executive members have completed the investigation, they will prepare a written response. This response will be forwarded along with a request that the volunteer sign and date the copy to confirm he or she has received the reply and agrees or disagrees with the plan of action.
4. If the conflict or complaint has not been resolved to the volunteer's satisfaction or if the executive cannot resolve the issue, the executive will forward the complete file including the conflict resolution request or complaint, documentation of relevant factual information, analysis of the information, the conclusion, and the recommended resolution, to the next chain of command. In the case of Regional issues, this will be the Regional Committee.
5. If the Regional Committee is involved, the executive will brief the committee at the next regional meeting and look for guidance on resolution. Resolution may include bringing all parties together at a meeting for a joint resolution. It may include appointing a team to conduct this meeting and/or bringing all parties together at a regional meeting open to the Regional Committee only for resolution.
6. The next chain of command will investigate any relevant issues in the file and any newly discovered evidence or information that may arise during the problem resolution process. The next chain of command will forward a response to the volunteer either concurring with the previous resolution or proposing an alternative resolution.
7. If the complaint has not been resolved, the volunteer can request the complaint be investigated by the most senior executive team. This request must be made through the Regional Executive members and not directly to the National Office. The decision and recommendations made by the most senior level will be final.



# Conflict Resolution Policy

2017

## Conflict Resolution Form

COMPLAINANT INFORMATION					
Complainant:				Date:	
Branch Associated With:					
Region Associated With:					
Roles Held within Pony Club:				Year Started with Pony Club:	
COMPLAINT DETAILS					
Describe in detail and the nature of your complaint. Use as much detail as possible. Please feel free to attach any Documentation that you feel is necessary to support your complaint.					
Describe what actions you feel can be taken in order to effectively deal with the complaint:					
Describe what measures can be taken in order to prevent a repeat of the complaint:					
ESCALATION / COMMUNICATION DETAILS					
Please outline the proper communication steps that were taken in escalating this issue through the proper chain of command. Outline the date, form and who the notification was sent to.					
Level (Branch, Region, etc.)	Name of Person	Role in Organization	Method of Communication	Date of Communication	Response
<b>I agree that the above statements are true to the best of my knowledge.</b>					
Signature of Complainant:				Date:	
Complaint Recorded By:				Date:	