

# CONFLICT RESOLUTION POLICY



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### Objective:

To establish a framework for effectively resolving conflicts within the organization, promoting a collaborative and respectful working environment.

### Policy:

1. Mediation Services:
  - Purpose: Mediation is designed to offer a neutral, third-party facilitated process to help disputing parties reach a mutually acceptable resolution.
  - Procedure:
    - Referral: Any employee or volunteer involved in a conflict can request mediation through HR or a designated conflict resolution officer.
    - Selection of Mediator: A trained mediator, either from within the organization or an external professional, will be appointed.

- Mediation Process:
  - The mediator will meet with each party separately to understand their perspectives.
  - A joint mediation session will be held, where the mediator guides the conversation, helping parties express their views and work towards a solution.
  - Outcome: If an agreement is reached, it will be documented and signed by all parties. If mediation fails, other conflict resolution avenues may be pursued.

### 2. Open-Door Policy:

- Purpose: To create an environment where employees and volunteers feel comfortable discussing concerns and conflicts early, before they escalate.
- Procedure:
  - Access to Leadership: Employees and volunteers can approach their direct supervisors, HR, or senior management at any time to discuss conflicts, concerns, or suggestions, ensuring alignment with *UN practices for inclusive dialogue*.
  - No Formality Required: There is no need for a formal appointment or written complaint; informal discussions are encouraged.
  - Immediate Attention: Supervisors and managers are expected to address concerns promptly, provide support, and take necessary action to resolve issues.
  - Follow-Up: The issue will be documented and monitored to ensure it is resolved satisfactorily.

### 3. Grievance Procedures:

- Purpose: To provide a structured process for formally addressing conflicts or complaints that cannot be resolved through informal means, ensuring alignment with *SDG 16 on providing access to justice*.

- Procedure:
  - Step 1: Filing a Grievance:  
A formal grievance must be submitted in writing to HR or a designated grievance officer, detailing the nature of the conflict, the parties involved, and any steps already taken to resolve it.
  - Step 2: Initial Review:  
HR or the grievance officer will review the complaint and conduct an initial assessment to determine the appropriate course of action.
  - Step 3: Investigation:  
An impartial investigation will be conducted, which may include interviews with the involved parties, witnesses, and a review of relevant documents.
  - Step 4: Resolution Meeting:  
A resolution meeting will be held with the involved parties to discuss findings and possible solutions. The meeting may include supervisors or senior management, depending on the severity of the issue.
  - Step 5: Decision and Action:  
A decision will be made based on the investigation, and any necessary actions, such as disciplinary measures or changes in procedures, will be implemented.  
The outcome will be communicated to all parties involved, and the case will be documented in the employee's file.
  - Step 6: Appeal:  
If any party is unsatisfied with the resolution, they have the right to appeal the decision. The appeal must be submitted in writing within a specified timeframe, and a separate review panel will reassess the case.

### Implementation:

- Training:
  - All staff and volunteers will receive training on conflict resolution, including the use of mediation, open-door policies, and formal grievance procedures.
- Communication:
  - Clear communication of these procedures will be made available in employee handbooks, onboarding materials, and through regular staff meetings.
- Support:
  - Continuous support will be provided to employees and volunteers, ensuring they understand how to access and utilize these conflict resolution mechanisms.
- Monitoring and Review:
  - The effectiveness of the conflict resolution policy will be regularly reviewed through feedback, monitoring of cases, and annual policy evaluations.