



# POLICY

## Conflict Resolution Policy

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Adopted date: Oct 26, 2022	Amended date:	Next Review: 2025
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### OBJECTIVE

#### Problem Solving

The Van Anda Improvement District (VAID) believes in clear and open communication and encourages employees to speak directly with their colleagues.

### POLICY

If an issue or conflict arises, it is recommended that the individual try to resolve the problem with those directly involved. The employee may also choose to involve his or her supervisor if necessary. In discussing the conflict, please remember that the confidentiality policy still applies.

If after this discussion the employee or supervisor feels the issue is still not resolved, they may request a meeting with the Board of Trustees. If the employee prefers an individual meeting with one or two Trustees, the remainder of the Board will be informed of the meetings contents at a future “in camera” meeting.

By exploring the issue in a professional and constructive fashion it should be possible to find an appropriate way to resolve the problem.

### COMPLAINT RESOLUTION PROCEDURE

VAID will act expediently if problems do occur and all individuals, whether employees or volunteers, will be treated with fairness, respect, and consistency. All individuals are encouraged to bring forward any complaints or recommendations dealing with safety, health standards, proper working conditions, performance appraisals, discipline, and fair management practices, without fear of reprisal.

Any disputes, controversies or suggestions must first be handled between the employee and their immediate supervisor, unless they are serious enough to warrant intervention by the Board of Trustees.

An employee who has not obtained a solution within ten business days of the complaint has the right to bring the matter to the attention of the Board of Trustees.

Complaints should be in writing and include all relevant circumstances. The employee and supervisor will receive a solution or a written reply from the Trustees within ten more business days.

Any decision made by the Board of Trustees will be final.