



POLICY P-08

Conflict Resolution Policy

Adopted date: Oct 26, 2022	Amended date: Oct 15, 2025	Next Review: 2030
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OBJECTIVE

The purpose of this policy is to provide a fair, respectful, and timely process for resolving conflicts within Van Anda Improvement District (VAID), including the Fire Department. The goal is to maintain a professional and collaborative work environment where all members feel heard and valued.

SCOPE

This policy applies to all employees, members, volunteers, and officers. It covers interpersonal conflicts, workplace disagreements, and issues related to communication or conduct that may affect morale, teamwork, or service delivery.

DEFINITIONS

Employee – in this policy the term “employees” includes Fire Department members and volunteers
Supervisor – for Fire Department members, use of the term “supervisor” in this policy means the Fire Chief

GUIDING PRINCIPLES

- Respect: All individuals are treated with dignity and professionalism at all times.
- Early Resolution: Employees are encouraged to address conflicts promptly and directly before they escalate.
- Confidentiality: Information shared during conflict resolution will be kept confidential to the extent possible.
- Impartiality: All parties will be treated fairly without bias or retaliation.
- Collaboration: The focus is on problem-solving and maintaining working relationships.

RESPONSIBILITIES

- Employees / Members: Address conflicts respectfully and cooperatively.
- Supervisors / Chief: Support early and fair resolution, and model professional conduct.
- Trustees: Facilitate mediation when needed and ensure compliance with this policy.

POLICY

VAID believes in clear and open communication and encourages employees and members to speak directly with their colleagues.

If an issue or conflict arises, it is recommended that the individual try to resolve the problem with those directly involved. They may also choose to involve their supervisor if necessary. If they are unable or unwilling to deal with those directly involved, they should report this and the issue to their supervisor.

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.

PROCEDURE

Step 1: Informal Resolution

- Individuals involved are encouraged to speak directly with each other to clarify misunderstandings and reach a mutual solution.
- A peer or supervisor may be invited to assist.

Step 2: Supervisor Mediation

- If the issue is not resolved informally, either party may ask their supervisor to help mediate.
- The supervisor facilitates a discussion, helps identify the root issues, and documents agreed actions.
- An employee who has not obtained a solution within ten business days of their request for supervisor mediation has the right to bring the matter to the attention of the Board of Trustees.

Step 3: Formal Complaint

- If informal efforts fail, a written complaint may be submitted to the Trustees.
- The complaint should outline:
 - The nature of the conflict
 - Steps already taken to resolve it
 - The desired outcome.
- The employee and supervisor will receive a solution or a written reply from the Trustees within ten more business days.

Step 4: Investigation / Formal Mediation

- The Trustees review the complaint, gather information, and may interview involved parties.
- A neutral third party or professional mediator may be engaged if appropriate.

Step 5: Resolution & Follow-Up

- A written summary of findings and agreed actions will be provided to both parties.
- Follow-up meetings may be scheduled to ensure the resolution is effective and relationships are restored.
- Any decision made by the Board of Trustees will be final.

RELATED POLICIES

- Code of Conduct Policy
- Workplace Bullying and Harassment Policy