



## INTERNAL CONFLICT POLICY

### Internal Conflict

#### Purpose/Rationale

This document is intended to provide 2XX with clear guidelines for the prevention and resolution of disputes between the association and members or volunteers, among members or volunteers and with external parties, with particular reference to paid staff, subcontractors, strategic partners and funding bodies.

#### Objectives

1. Encourage a preventative approach to dispute resolution that will address potential dispute issues with the highest level of urgency.
2. Introduce and maintain processes and methods that will prevent the development of disputes.
3. Provide processes that will ensure quick and effective resolution of disputes between 2XX and volunteers or members, among volunteers or members and with external parties, including staff, subcontractors, strategic partners and funding bodies.
4. Prevent ongoing and/or recurring disputes.
5. Encourage the highest level of professionalism when dealing with areas of dispute.

#### Policy Statement

1. 2XX considers the following issues to be potential dispute areas:
  - a) Breach of contract or failure to deliver on any aspect/s of an agreement;
  - b) Conflicts of interest arising from involvement/relations similar or competing organisations;
  - c) Placing at risk the professional reputation of the organisation or its members;
  - d) Any other matter deemed as inappropriate or unacceptable for the professional good of the organisation.
2. When addressing any dispute between 2XX and 2XX volunteers or members, among 2XX volunteers or members and with external parties, including subcontractors, strategic partners and funding bodies, the following process shall occur:

- a) Should a dispute arise, or should a potential dispute be detected, the complainant must tell the respondent in writing: The nature of the dispute; what outcome the complainant wants; and what action the Complainant thinks will settle the dispute.
- b) The parties to the dispute must meet and discuss the matter in dispute, and if possible, resolve the matter within 14 days after the dispute has come to the attention of all parties;
- c) If the parties are unable to resolve the dispute at the meeting, or if a party fails to attend that meeting, then the parties must hold a meeting in the presence of an independent mediator within 10 days.
- d) The mediator must be a person chosen in agreement between the parties or in the absence of an agreement: In the case of a dispute between a volunteer or member and another volunteer or member, by the 2XX Manager and Board of Management; In all the other cases, a person who is a mediator. The mediator can be a member of the association, but cannot be a party to the dispute.
- e) Should both parties fail to agree on the Independent mediator's suggestions, the case shall be referred to a professional Arbitrator, who will enforce a resolution.

### **Authorisation**

Approved by 2XX Board, 28 September 2017  
Responsible person: 2XX Board Secretary