

# CONFLICT RESOLUTION PROCEDURE

---

The Leduc, Nisku & Wetaskiwin Regional Chamber of Commerce (The Chamber) is dedicated to maintaining a professional, ethical, and respectful environment for all members, Board of Directors and staff. This procedure is designed to provide a clear process for resolving conflicts or complaints as pertaining to the Member Code of Conduct Policy in a respectful, fair, and constructive manner and applies to all members, Board members, and Chamber staff.

## Guiding Principles

- **Respect:** All parties involved will be treated with respect and dignity.
- **Confidentiality:** Discussions and documentation related to conflicts will be handled confidentially.
- **Impartiality:** Conflicts will be addressed objectively and without bias.
- **Resolution-Focused:** The goal is to resolve disputes and restore effective working relationships.

## Retaliation Prohibited

Retaliation against anyone who brings forward a concern or participates in a resolution process is strictly prohibited.

## Recordkeeping

All documentation related to conflict resolution will be securely stored and accessible only to those directly involved in the process. The Conflict Resolution Committee Chair is the Chamber Board Vice President.

## PROCEDURE

### Step 1: Informal Resolution

- If a Member, Chamber staff, or Chamber Board member believes someone has violated the Code of Conduct policy, the member, Chamber staff, or Chamber Board member should promptly bring the matter to the immediate attention of the CEO or Chamber Board President. Parties involved are encouraged to first attempt to resolve the issue informally through respectful dialogue.
- Anonymous complaints will not be addressed or taken forward.

### Step 2: Written Complaint

- Members, Chamber staff or Chamber Board members are encouraged to bring the matter forward to the Chamber via the form provided on the Chamber's website (and therefore include: the nature of the conflict, parties involved, relevant dates, and any attempts at resolution).

- Complaint will be reviewed by the Conflict Resolution Committee.

### **Step 3: Review and Mediation**

- The designated authority or committee will review the complaint and may invite all parties to participate in a mediation session.
- A neutral third-party mediator may be appointed if the Chamber Board deems necessary.

### **Step 4: Decision and Action**

- After mediation, the reviewing body will determine the appropriate resolution, which may include:
  - A formal apology
  - Behavior agreements and education
  - Temporary suspension of membership or duties
  - Termination of membership, board position or employment
  - Other corrective actions as deemed appropriate

### **Step 5: Appeal**

- If a party disagrees with the outcome, they may appeal in writing within 14 days.
- An appeal board (distinct from the original reviewers) will review and provide a final decision.
- An appeal administration fee of \$200 will be applied. The Board can choose to waive fees in the circumstance of financial hardship. Additional fees may be applied to cover legal/professional council.
- A refund of the appeal admin fee will be made if the appeal is successful, or if the original decision is overturned. If the appeal is withdrawn or deemed frivolous, it is non-refundable.