

## Conflict Resolution

Conflict resolution is a multi-step process between Council Members:

**Step 1.** Both parties meet to informally resolve conflict. If a resolution does not occur, then the parties will move on to step 2.

**Step 2.** Mediation: A mediator may be one person selected by both parties, or a panel of three, with each party choosing a mediator, and these two mediators choosing a third. The decision by the mediator(s) will be the conclusion of the conflict resolution process at the Council Level.

**Step 3.** If the conflict between the parties escalates and/or persists and leads to disruptive behavior in the course of Council activities, then the Corrective Action Policy will apply. Disruptive behavior includes anything that violates the Council's core values as defined in the Council Member's Rights and Responsibilities.

If conflict occurs between Council Members and Council Staff, the parties involved may choose one or both of the following:

- 1) If both parties agree, the Conflict Resolution policy as stated above may be used.
- 2) Either party may bring a complaint to the contractor for the Administrative Support contract, via that contractor's internal Grievance Policy.
- 3) At any time, a Council Member may choose to address any conflicts, issues, or problems through any other formal or informal channels that are available to the public.