



Every Body Outdoors – Conflict Resolution Policy

Every Body Outdoors (EBO) is committed to sustaining a positive work environment in which directors, employees, volunteers and community members work constructively together.

The EBO Conflict Resolution Policy will be freely available, along with the EBO Code of Conduct, to all directors, employees, volunteers and community members.

The conflict resolution policy is intended to:

- Provide a guideline for resolving a problem, conflict or complaint quickly, fairly and without reprisal (this does not replace the grievance or disciplinary policies for employees)
- Show ways to improve communication and understanding between directors, employees, volunteers and community members
- Support a positive work environment by allocating directors responsibility for preventing and resolving problems, conflicts and complaints
- Identify EBO policies and procedures which need to be clarified or modified

Penalty or retaliation against a director, employee, volunteer or community member who initiates conflict resolution or makes a complaint will not be tolerated and will be subject to disciplinary action.

It is expected that informal methods of conflict resolution shall be attempted in the first instance.

Informal conflict resolution and complaint process

1. Directors, employees, volunteers or community members who are experiencing an EBO-related conflict or have a complaint are encouraged to first try to resolve it through direct, open, considered communication with the other party.
2. If one-to-one communication feels too difficult, then either or both parties may wish to ask a friend / colleague to be present for support (avoiding interference or intimidation).
3. Support with communication techniques such as non-violent communication can be accessed by contacting the EBO coordinator.
4. Should informal discussion not be sufficient, the person raising the issue should discuss the matter with their regional representative, the coordinator or a representative of the core team known to them. This may be difficult or inappropriate in some situations, in which case they may contact a representative of the EBO core team to request a meeting.



5. On receiving a request for assistance, a member of the core team will talk or meet with the person raising the issue within two days, and then propose a plan of action within five working days (or immediately, should the complaint be of an urgent nature), which should be agreed with the person raising the issue.
6. Action might include phone conversations or video/online meetings.
7. If the person raising the issue is not satisfied with the informal resolution of the problem, it will be necessary to continue with a formal problem resolution process.

Formal conflict resolution and complaint process

1. Any director, employee, volunteer or community member who feels it necessary to initiate a formal conflict resolution process must prepare written documentation, with supporting details, of the conflict situation or complaint and submit it to the core team. This should include the reason(s) why they feel the issue cannot be dealt with informally.
2. A member of the core team will acknowledge receipt within a maximum of two days, and will keep all information confidential.
3. Members of the core team will investigate the issue (giving full awareness to confidentiality), and consult with a professional conflict resolution service if appropriate.
4. Within seven working days of receiving the conflict resolution request or complaint, a representative of the core team will prepare a written response including a plan of action. The core team representative will request that the person raising an issue sign and date the copy to confirm he/she/they has received the reply and agrees or disagrees with the plan of action.
5. If the plan is not agreed by the person raising the issue, the representative of the EBO core team will review and consult with professional conflict resolution service if appropriate. The EBO core team will hold a list of professional conflict resolution services in order to enable prompt facilitation should this be necessary. The core team representative will forward a response to the person raising the issue either giving more reasons for the previous resolution plan or proposing an alternative.
6. Once a plan is agreed between the person raising the issue and the core team representative, the plan will be initiated within the agreed time frame.
7. This plan represents the finality of the issue and there is no further route within the organisation to appeal the outcome.
8. A thorough record will be kept of the process and outcomes. This will be kept confidential to the personnel team and people directly involved.
9. Following any conflict, directors or core team members involved with the case will be supported by other directors or a professional (as appropriate) to reflect on the process in a confidential manner.



Possible resources for formal conflict resolution:

- Conciliation – parties voluntarily take part in a process to find common ground, formulate an agreement and decide on a way forward.
- Mediation – a resolution is suggested by a third party, and involved parties are given the opportunity to consider and accept it or not.
- Arbitration – parties agree to accept a binding written decision from a third party.

Contacts for complaints and conflict resolution:

- You can contact the EBO coordinator on hello@everybodyoutdoors.co.uk
- You can contact the EBO core team on team@everybodyoutdoors.co.uk