



## ***DISPUTE RESOLUTION POLICY***

*The Chilliwack Players Guild is committed to creating a safe, welcoming, and respectful environment in which all participants can contribute to productions and events. This policy guide is provided by the CPG to help resolve conflicts that may arise between members or between a member and the organization.*

As a volunteer organization that values teamwork, inclusion, and diversity, the following guidelines are intended to ensure collaboration and respectful communication among members.

### **Purpose**

During any production problems or even normal Guild operations, misunderstandings and frustrations may lead to conflict. It is the Chilliwack Players Guild's intent to be responsive to its members and their concerns. Therefore, a member who is confronted with a problem shall use the procedure described below to resolve or clarify their concerns.

The purpose of this policy is to provide a quick, effective and consistently applied process for a member to have their concerns resolved quickly and confidentially.

### **Procedures**

#### *Step 1:*

Initially, it is expected that members work out issues between themselves in a timely and respectful way.

#### *Step 2:*

If resolution isn't successful or possible, members should bring their concerns or complaints to the individual in the designated leadership role for the activity or production where the issue has arisen. As an example, if the issue arises during a social event, the organizer of the event. If the issue arises during the rehearsal of a production, the Producer or Director of the Production. If the complaint involves the person in leadership, the member should notify the CPG Board within 5 days of the incident.

In either case, the individual in a leadership position or a designated member of the CPG Board will schedule an opportunity to meet within 5 days of receiving the complaint.

to attempt to resolve the dispute or issue. If a member chooses not to bring the issue forward at that time, it shall be deemed to have been resolved.

*Step 3:*

If the discussion with the leadership person or the Board member does not resolve the problem to the mutual satisfaction of the member, the member may submit a written complaint to the CPG Board within 5 days of the meeting to resolve the issue.

The complaint should include:

- The problem and the date when the incident occurred.
- Suggestions on ways to resolve the problem.
- A summary of the meeting held to attempt to resolve the issue, including the date, who was present and why the issue was unresolved.

Upon receipt of the formal complaint, the CPG Board must schedule a meeting with the member within five working days to discuss the complaint.

*Step 4:*

Within five working days after the discussion, the CPG Board will issue a decision both in writing and orally to the member filing the complaint.

**Additional Guidance**

- If a member fails to follow this procedure within the time limits set forth above, the problem should be considered settled on the basis of the last decision, and the problem should not be subject to further consideration.
- All concerns and complaints must be made in good faith. The Chilliwack Players Guild, as a community not-profit group with no employees, is focused on dispute resolution that restores harmonious relationships within the group. However, when there is evidence that serious misconduct has occurred, the CPG Executive reserves the right to expel a member from the group. Such a decision will be communicated to the member in writing.
- Members are expected to use this policy rather than engage in external activities which may harm the reputation of individuals or the organization.
- No Guild member will be subject to retaliation for filing a complaint under this policy.

Adopted: January 9, 2024