

## **Conflict Resolution and Grievance Procedure**

Most potential conflicts and grievances can be anticipated and prevented by merely being sensitive and respectful to others. Many complaints and concerns can be resolved if they are brought to the direct attention of the appropriate individual with a genuine intention to discover a resolution satisfactory to all parties involved. Girl Scouts of Utah (GSU) hopes that most, if not all, grievance situations can be resolved informally. Girl Scout volunteers, parents/guardians, and staff are expected to practice self-control, confidentiality, and diplomacy so that conflicts do not erupt into regrettable incidents.

Every individual should expect prompt attention to their concerns and volunteers should expect a fair resolution of the complaint without fear of jeopardizing their volunteer status. **The conflict resolution procedure, however, will not restrict GSU from taking action to protect the safety and health of the girls. GSU reserves the right to refuse reappointment, dismiss, or exclude affiliation with any volunteer who does not conduct themselves in a manner that is consistent with the principles of the Girl Scout Movement, or who violates any policies or procedures of Girl Scouts of the USA or GSU. Decisions made by GSU are deemed final.**

**Use of GSU's Grievance Report form is required** for the Council to formally take action. The form is a helpful resource to ensure complete information is properly documented.

### **Procedure**

**Step 1:** If a volunteer or parent/guardian of a Girl Scout has a grievance, they should first take the concern to the person(s) involved (as close to the time of the incident in question as possible) and seek a resolution that is acceptable to all parties. Girl Scout volunteers are expected to make every attempt possible at resolving a grievance through open discussion directly with the party in question, immediately after identification of a problem.

General guidelines for effective and open communications include:

- Assume best intent
- Be specific (use examples to illustrate key points)
- Be respectful
- Speak in turn and speak only for yourself
- No feedback is feedback – in other words you are presumed to have agreed unless you specifically say otherwise

**Step 2:** If informal attempts at resolution fail, the individuals involved should meet with their assigned Membership Support Specialist (MSS) and GSU Volunteer Support Manager (VSM). The VSM will ensure that a Grievance Report form has been completed and review the documentation. If an acceptable solution can be reached in a reasonable timeframe, the VSM will file a copy of the council-based decision in the volunteer's physical file and database record.

**Step 3:** If the involved parties are still unable to resolve the conflict or grievance or have concerns about the decision, either party may elect to initiate the Council's Formal Grievance Procedure. A conflict may be brought to the attention of GSU Administration, by submitting a GSU Grievance Report Form to the Chief Membership Officer (CMO) or Chief Operating Officer (COO). The CMO or COO will review the grievance and investigate by contacting all concerned parties to seek further information and schedule meetings as needed. The CMO or COO will review the decision with the VSM and the CEO before delivering the response and resolution in writing to all concerned parties. A copy of the documentation will be placed in the volunteer's physical file and database record. Decisions made by the GSU Administration are final.



## Grievance Report

*All information must be accurately completed, and form signed for further investigation.*

Name of individual completing form: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Choose one:  Volunteer  Parent/Guardian  Staff  Other

Date(s) of incident: \_\_\_\_\_

Describe the grievance in detail:

*Attach additional sheet of paper if necessary*



Give details (including contact information) for those involved in your grievance:  
*Attach additional sheet of paper if necessary*

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

What suggestions do you have to resolve the situation?

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



Date received: \_\_\_\_\_ Received by: \_\_\_\_\_

Assigned to: \_\_\_\_\_

Interview/Grievance Review Notes:

Describe the resolution or next steps:

Final review resolution letter attached

\_\_\_\_\_  
GSU Volunteer Support Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
GSU Chief Membership Officer  
or Chief Operating Officer Signature

\_\_\_\_\_  
Date