

**CONFLICT RESOLUTION POLICY**

The consortium has decided to develop a conflict resolution policy in the event that disputes need to be resolved. The consortium members agree to the following policy. This process applies to conflicts between consortium members, between staff and consortium, among residents, between staff and residents and between parents and residents;

1. To resolve disputes in a timely manner.
2. When a dispute arises the party who is expressing the concern shall call the consortium President who will call all members for a meeting.
3. When a conflict needs to be resolved, all consortium members need to make themselves available for this special meeting. Members should be available within one week.
4. If the consortium members cannot resolve the conflict, the Provider representative will mediate the dispute and gather all pertinent materials to help achieve a consensus of opinion.
5. If consensus cannot be achieved and the dispute is unresolved, a vote by the full consortium membership can be taken and the democratic process will decide the dispute. (Full membership means all parent representatives and the one community representative.)