*.* **CONFLICT RESOLUTION FOR M.N.A.C. MEMBERS**

(Revised September 2021)

***1. Introductory Statement:***

*The Mississauga Newcomers’ and Acorn Club offers a friendly environment in which our members can make new friendships, and participate in a large variety of social activities of their choosing. We expect all members to treat one another with friendliness, respect and dignity.*

***2. Receipt of a Complaint:***

*If at any time a member of the Executive Board receives a complaint, person to person or by phone, from a club member regarding the operation of any of the club’s activities, policies, fees, behaviour of another member, or breach of code of conduct by another member, that executive member must listen to the complaint politely and without judgement. He/she will ask the complainant to put their complaint in writing and submit it to them for presentation to the Executive Board.*

*Any complaint, received in writing (by e-mail or Canada Post) against another member, including an executive member, will be immediately forwarded to the President who will at once initiate the process toward resolution. In the event the complaint is against the President, the complaint will immediately be forwarded to the Vice-President, who will then take charge of the club’s written conflict resolution procedures.*

***3. Action Taken Toward Resolution:***

*Once a written complaint has been received, the executive member will immediately contact and submit the complaint to the President, who will call a special Executive meeting as soon as feasible within a two-week period, for the purpose of dealing with the complaint and its subsequent resolution.*

*Upon receipt of the written complaint, the president will immediately appoint another executive member to interview both the complainant and the accused member prior to the executive meeting date, and to bring all information received to the meeting. At the time of interview, the accused will be asked to put their version of the event in writing, which will be presented to the Executive Board.*

*If the complaint is against a member of the executive, including the president, that executive member will recuse himself/herself from the discussion and resolution of the complaint. In such a case, another member of the executive will immediately be appointed to interview both the complainant and the accused executive member, and bring all information received to the executive meeting. Again, the accused will be asked to submit their version of the event in writing.*

*The President, or appointed member of the executive will contact the complainant and the accused, informing them the Executive Meeting date and that they will receive a written response to their complaint within 6 days following that meeting*.

***4. Complaint Resolution:***

*At the executive meeting, the members will discuss both the complaint and the response by the accused, and make a decision to its resolution. Within 6 days following the meeting, the president will inform the complainant and the accused member the Executive Board’s decision, in writing (by Email or Canada Post)*

*Whether the complaint against another member or executive member is proven to be accurate or inaccurate, both parties will receive a letter outlining the action taken by the Executive and its final resolution to the complaint.*

*In the event an offence is proven and is serious enough for the member to be expelled immediately, the executive will follow the guidelines of the Club’s Bylaw Article V(c).*

*The decision of the Executive Board is final.*