



Kanjini Co-Op Ltd

Living Sustainable Solutions

CONFLICT RESOLUTION POLICY

When confronted with conflict of any kind, the Co-Operative agrees to adhere to the conflict resolution principles and steps outlined below:

Problem Solving Ground Rules

All members agree to attempt to solve problems by first dealing directly with the person or persons with whom he/she is experiencing problems / conflict. Implicit in this agreement is a commitment to honest, non-violent communication and direct problem solving. All members will agree to the following ground rules when involved in conflict resolution efforts:

1. A commitment to mutual respect
2. A commitment to solve the problem
3. A commitment to non-violent communication
4. Agreement to use conflict resolution protocol, below.

I. Conflict Resolution Protocols

Co-Operative members in conflict will:

- Make a good faith effort to resolve the problem between / among themselves. If this does not work, the members in conflict will:
- Ask a mutually agreed upon member to help mediate and solve the problem with those having the conflict. If this does not work, the members in conflict will:
- Formally request assistance from the Co-Operative in solving the problem.
- If the Co-Operative is unable to assist in resolving the conflict, and all avenues of conflict resolution have been exhausted, then the Co-Operative may choose to engage in outside mediation or other modalities as they seem fit, to solve the problem.

III. Third Party Confidentiality

We recognize the importance of conflict resolution protocol outlined above and agree to abide by it in principal and practice. As non-involved parties, we will encourage conflicting parties to deal directly with one another. However, we also recognize the need, at times, to discuss, seek advice, or seek comfort from others while in the midst of conflict. Such a situation requires confidentiality. As "Third Parties" who are approached for solace, advice etc., we agree to provide these things in the spirit of helping to improve the situation.

We do not wish to contribute to the perpetuation of the problem. If a person who is experiencing a conflict with one or more people on the property approaches a neutral "third party" it is understood that person is responsible for keeping the health and well being of the Co-Operative in mind. That is, while maintaining confidentiality, the third party should remind the conflicted person of the conflict resolution protocol, if necessary.

In addition, by virtue of being privy to the conflict at hand, the third party is also responsible for monitoring the situation. If the feelings, issues etc., are leading to greater conflict or to weakening of the Co-Operative, then the third party should take steps toward facilitating resolution, even if this means exposing the fact (not details) of the problem at hand to others in the community.

IV. Confidentiality with Regard to Internal Co-Operative Conflict.

In the spirit of protecting the privacy and rights of members of the Co-Operative, we are committed to maintaining confidentiality regarding individual and Co-Operative issues of a sensitive nature when speaking with people outside the Co-Operative.