

**Ingham Substance Abuse
Prevention Coordinating Council
CONFLICT RESOLUTION
POLICY**



It is the policy of the Ingham Substance Abuse Prevention Coordinating Council to work in partnership with all key players in our community to implement a multi-strategy community-wide prevention program that is fair and beneficial to all parties involved.

Collaboration is vital to the success of this project and its goals. This conflict resolution policy is intended to constructively address differences of opinion and reach a fair, effective conclusion. Most conflict should be addressed in the early stages to prevent unnecessary and unreasonable anger. If you set a tone of trust, and if people can express their frustrations early, serious problems are less likely to arise. This policy provides a progressive method of conflict resolution.

A difference of opinion between program staff, coalition partners, task force members, etc. that halts the progress and/or good will within the program will utilize the following process as outlined:

STEP ONE:

After the conflict between the parties has been determined, documented, and acknowledged, the Coordinating Council Chairman decides if the situation is an appropriate matter for this conflict resolution policy procedure and could be resolved in a private and confidential setting with the concerned parties. This meeting should take place outside of the regular meeting time as decided between the parties involved at a neutral site. A permanent Coordinating Council member may be chosen to facilitate the meeting and serve as a neutral party. The meeting place should be in a comfortable, quiet atmosphere. This meeting should take place within 14 days, if possible, of the filed complaint. All parties should be represented. A solution should be built together as a team, not as opponents. The facilitator should make sure the needs are realistic and specific, with both parties contributing. Every effort should be made to secure a win-win situation.

STEP TWO:

If the issue is not met to either party's satisfaction, they may choose to pursue the matter to the next level. A "letter of intent" must be submitted to the Executive Committee requesting further action within (14) fourteen days, when possible, of the initial meeting. It should contain the nature of the disagreement and the date of the occurrence. The Executive Committee will review the "letter of intent" and discuss the options and needs of the parties involved, taking into consideration the issue at hand. The goals will be defined and the demands will be clarified. Every step will be taken at this level to achieve cooperation. The Executive Committee will consider options available and determine which is the most appropriate. The Mid South Substance Abuse Commission will be properly notified if the occurrence elevates past this level.

STEP THREE:

If the situation is not resolved or recommendations are not accepted from Step 2 as the best solution, the party may pursue the avenue of higher status. The party should write a letter to the Coordinating Council Chairman stating the reasons for noncompliance of the decisions rendered therein. In this case, the Coordinating Council Chairman shall review the procedures, and the decisions previously made and attempt to mediate the conflict. Technical assistance may be sought from the Mid South Substance Abuse Commission.

ARBITRATION

If the conflict remains unresolved at this point, the issue will be taken to an unbiased third party appointed by the Executive Committee. The arbitrator will be presented with all necessary information from the parties involved. After reviewing this information, he or she will render in writing the final decision to settle the conflict issue. This written decision will be presented to the entire committee. If the complainant still feels the issue to be unresolved, he/she could appeal to the Mid South Substance Abuse Commission for final resolution on interpretation of legislation, regulation and contract. If the Mid South Substance Abuse Commission deems that issue is most appropriate for local resolution, then it will be referred back to the local board. When returned to the local level the previous final decision goes into effect, and that decision will stand as previously issued.

For Sourcing Information, contact Tim Shafto at the Mid-South Substance Abuse Commission, 517-337-4406 ext. 110.