

# Bridge the Gap Facilitators Conflict Resolution Policy

## 1. Our Position

Bridge the Gap Facilitators (BTGF) is committed to providing a quality service and working in an open and accountable way that builds trust, respect and consensus.

Consensus decision making is a creative and dynamic way of reaching agreement that we apply to all aspects of BTGF. We will listen closely and work proactively with you until we reach an outcome that we all agree works for everyone involved.

We do this by:

- Ensuring raising a complaint is as easy and accessible as possible
- Dealing with the complaint promptly and according to our Privacy Policy
- Reaching an outcome that finds a solution that everyone involved in the complaint can support
- Learning from complaints, using them to improve our service, and reviewing our complaints policy and procedure annually

## 2. Conflict Resolution Procedure

We strive to make informal complaints and negotiation of service delivery as accessible as possible but where a formal complaint is required the following procedure shall apply.

This procedure is intended to ensure that complaints which cannot be resolved informally are handled equitably and consistently, and a consensus reached.

### Stage 1

- A formal complaint can be made verbally (face2face/phone call/video call) or in writing (email/letter/text) simply by stating it should be treated as a formal complaint
- We ask that a formal complaint is made within 2 weeks (1 month?) of the issue arising and clearly outlines what did or didn't happen, any actions taken already, and any actions you would specifically like to see
- You can make your formal complaint to the facilitator that you are working with or directly to a BTGF Director/Facilitator - contact details are on our website
- If you make your complaint verbally, your chosen facilitator will make a written record and may request a written statement from you where appropriate
- Whether you make your formal complain verbally or in writing your chosen facilitator will send you written confirmation that it has been received and lodged within a week
- A Director (not already involved in your facilitation but could be the person you chose to raise the complaint with) will be nominated to manage your complaint and will respond to you within such stated periods of time as are appropriate to each communication

- They will make every effort to resolve the complaint in discussion with you and reach a consensus reasonably and sensitively
- They will keep you informed of all actions taken and resolutions reached

### **Stage 2**

- If a resolution cannot be reached, and you are not satisfied with the final outcome BTGF will convene a general meeting of the Directors
- Together the Directors will review the complaint, and the associated notes, and invite you to work with them until a consensus is reached
- All records will be maintained according to our Data Protection Policy

### **Stage 3**

- In the rare event that a consensus cannot be reached, we will engage with you in any Alternative Dispute Resolution/Mediation service you wish to engage

## **3. Updates to this conflict resolution policy**

This conflict resolution policy is updated annually. The last update was September 2022.