Powell River Action Centre Society –
Food Bank

Conflict Resolution Policy

The Powell River Action Centre Society – Food Bank believes in clear, open communication, and encourages employees to talk directly with their supervisor and colleagues and vice versa.

Problem Solving:

If an issue or conflict does arise, before it becomes something more than it is, it is recommended that the individual try to resolve the problem with those directly involved.

The employee may also choose to involve the Chief Staff Person of the Society. In discussing the conflict, please remember, the Food Bank's confidentiality policy applies.

If, after this discussion, the employee or Chief Staff Person feels the issue is still not resolved, a meeting with the Chair of the Board Governance Committee may be required.

If resolution is still not met, a meeting with the Chair of the Board may be required.

By exploring the issue in a professional and constructive fashion it should be possible to find an appropriate way to resolve the problem.

Complaint Resolution Procedure

The Food Bank will act expediently if problems do occur, and all individuals, whether staff or management, will be treated with fairness, respect, and consistency.

All employees are encouraged to bring forward any complaints or recommendations dealing with safety, health standards, proper working conditions, performance appraisals, discipline, and fair management practices, without fear of reprisal.

Any disputes, controversies or suggestions must first be handled between the employee and their immediate supervisor, unless they are serious enough to warrant intervention by the next level, which is board committee or board chair.

An employee who has not obtained a solution within five business days of the circumstances that gave rise to the situation has the right to bring the matter to the attention of the Board Chair. Complaints should be in writing and include all relevant circumstances.

The employee should receive a suggested solution or a written reply from the Board Chair within five more business days.

If no solution can be found by the Board Chair, the issue will be brought to the Board of Directors as a whole at their next regularly scheduled meeting. The Board of Directors' decision will be final.

If the issue persists with the same individuals after the above process, then the Discipline Policy will determine the next course of action.