

Conflict Resolution Process

by Dorothy Mansen

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Complaints about members of the community:

1. All our members should show concern for members who may be undergoing a crisis and give them fraternal support in the spirit of the Gospel (Matthew 18:15-20), guiding them with great kindness and patience (2 Timothy 4:2).
2. In case of any complaint against a member, the Local Council will first seek or facilitate a dialogue in private with all parties involved in order to ascertain the whole truth. When meeting with any of the parties involved in the complaint, at least two Local Council members should be present. A written summary shall be kept of the discussions.
3. In case the complaint is directed against a Local Council member, the same process of dialogue shall be applied and the Local Council shall make a decision, but not in the presence of the accused.
4. In case the complaint is against the Local Council itself or a majority of its members, the knowledgeable members of the Community should seek a dialogue with the Local Council members to clarify matters. If such a dialogue fails, the knowledgeable members should submit a written report to the Provincial Delegate. The Provincial Delegate will then quietly investigate the case, and report his findings to the Provincial Superior for a decision.
5. All members involved in this process shall maintain confidentiality in order to prevent any possible damage to the good name and reputation of any of the parties involved.