



CONFLICT RESOLUTION GUIDELINES

All member clubs of NNAC should have, as part of their bylaws, articles to resolve conflicts within their club. The following are examples of processes that could be used.

Example #1 - from NNAC bylaws

Termination of Membership

A membership in the Corporation is terminated when:

- i. the member dies or resigns;
- ii. the member is expelled or their membership is otherwise terminated in accordance with the articles or by-laws;
- iii. the member's term of membership expires; or
- iv. the Corporation is liquidated and dissolved under the Act.

Effect of Termination of Membership

Subject to the articles, upon any termination of membership, the rights of the member, including any rights in the property of the Corporation, automatically cease to exist.

Discipline of Members

The Board shall have authority to suspend or expel any member from the Corporation for any one or more of the following grounds:

- i. violating any provision of the articles, by-laws, or written policies of the Corporation;
- ii. carrying out any conduct which may be detrimental to the Corporation as determined by the Board in its sole discretion;
- iii. for any other reason that the Board in its sole and absolute discretion considers to be reasonable, having regard to the purpose of the Corporation.

In the event that the Board determines that a member should be expelled or suspended from membership in the Corporation, the President, or such other officer as may be designated by the Board, shall provide twenty (20) days notice of suspension or expulsion to the member and shall provide reasons for the proposed suspension or expulsion. The member may make written submissions to the President, or such other officer as may be designated by the Board, in response to the notice received within such twenty (20) day period. In the event that no written submissions are received by the President, the President, or such other officer as may be designated by the Board, may proceed to notify the member that the member is suspended or expelled from membership in the Corporation. If written submissions are received in accordance with this section, the Board will consider such submissions in arriving at a final decision and shall notify the member concerning such final decision within a further twenty (20)



days from the date of receipt of the submissions. The Board's decision shall be final and binding on the member, without any further right of appeal.

Example #2 – provided by a member club

Article II Membership

A woman ceases to be a member when:

- a. she resigns,
- b. annual dues are not paid,
- c. she fails to comply with the bylaws of the organization,
- d. she is expelled from the club in accordance with the bylaws, or
- e. the association is liquidated and dissolved under the Society Act.

A member may be expelled from the club if she

- a. fails to abide by the bylaws of the club or
- b. acts in a manner that is detrimental to the purposes of the club.

Membership may be revoked by a special resolution passed at an Executive meeting. Notice of the special resolution must be accompanied by a brief statement of the reasons for the proposed revocation and given to the subject of the revocation at least two weeks before the Executive meeting; she must then be given an opportunity to be heard at the Executive meeting before the resolution is put to the vote.

Example #3- provided by a member club

PROCESS OF RESOLUTION FOR EXECUTIVE:

As a friendship club, all members of the executive if approached concerning a disagreement or problem with a member or between members, will address the concern immediately observing the following protocol:

1. The executive member who has been approached about the disagreement or problem would ask the member if resolution might be possible through discussion between the parties, putting the onus for resolution back on the persons involved.
2. If resolution by discussion between the parties is not possible or is unsuccessful, then the person with the complaint should be directed to speak to the President. The President will request the complaint be put in writing. The President will inform the person about the process of resolution ensuring that the person knows and understands that her letter will be given to the other party. The person to whom the complaint is directed must be notified and given a copy of the letter and an explanation of the process of resolution once the Executive has been notified of the complaint.
3. Once the President receives the formal letter of complaint, she will take the formal complaint to the Executive either at a regularly scheduled Executive Meeting or a Meeting convened for the purpose of discussing options for dealing with the situation. Two members of the executive will be delegated to encourage a dialogue between the parties and to assist the parties in resolving the misunderstandings and reaching a resolution. It is vital that the parties agree to



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fully participate and respect the investigation committee's role, answer all the requests and follow the timeline set out by the Executive. All parties need to understand and enter into the process in good faith. It shall also be understood that the complaint will be handled in a confidential manner and will not be the topic of discussion with anyone other than the parties involved. Once the mediation has taken place the investigation committee will provide the Executive with their recommendations.

4. Once the recommendations have been received and reviewed by the Executive, a decision shall be made and voted on. All parties need to agree to respect the decision of the Executive.

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