

## **Conflict and Complaint Management within PACE at Lockwood**

The purpose of this information is to provide a clear and respectful process for PACE board and community members to raise concerns or complaints related to organizational operations and/or actions that allege serious misconduct, legal violations, or financial mismanagement that could jeopardize the organization's reputation, funding, or ability to operate. Because PACE is a volunteer-led organization within the infrastructure of the Northshore School District, PACE at Lockwood is unable to act upon complaints that are:

- Interpersonal in nature
- Issues involving students
- Not PACE related
- Not posing a risk to the viability of PACE at Lockwood as a non-profit entity

Issues that arise within the Lockwood Elementary environment that are not related to the PACE mission or issues that involve students will need to be addressed by Lockwood Administration (Principal or Assistant Principal).

Conflicts between members in the PACE community can develop when there are differing expectations or values. When these differences interfere with the PACE mission and values, it is recommended that the members use the [PACE Community Problem Solving Worksheet](#) to resolve their differences. If conflicts are unable to be resolved between the involved parties on their own, a formal complaint can be emailed to the Secretary and President/Vice President. If the complaint involves either of these Executive Committee Members, include the Member-at-Large instead.

Formal complaints must include the following information:

- Who is involved
- Date and time of the incident(s)
- A clear description of the incident(s)
- How the incident(s) directly affects the PACE mission, and/or puts the PACE program at risk
- Documentation of action taken by the individual to resolve the conflict
- Desired outcome or resolution to the conflict that is specific and time bound

A formal complaint cannot be acted upon without all the above-mentioned components. If the complaint is missing any of the information, the recipient of the complaint shall reach out to the individual to request that the missing information is provided. If a response is not provided within 2 weeks from when the request for additional information was made, the complaint will be archived without further action.

Following submission of the complaint, the notified EC members or Member-at-Large will facilitate a discussion, using the [Problem Solving Worksheet](#) as guidance, to resolve conflict between the involving parties. If a discussion with all parties involved is not feasible, the EC members or Member-at-Large may use discretion and meet individually with each party.

If the issue is highly sensitive, an advisory committee including at least one non-current PACE advisor (eg. former Lockwood PACE leadership) may be formed. The purpose of having a non-current PACE advisor present is to serve as a neutral party willing to facilitate discussion and reach resolution.

While it is desirable that conflicts do not arise within the PACE at Lockwood organization, it is prudent that the guidance outlined here is followed when conflicts do arise. All discussions related to and about specific conflicts within the PACE at Lockwood organization will remain confidential. Outcomes of complaint resolution, if they pertain to the greater PACE organization, will be communicated by the appropriate Executive Committee member(s) to general membership.