

Gloucestershire Compact

Conflict Resolution Procedure

1. Who is this Conflict Resolution Procedure for?

- Voluntary and Community Sector Groups
- Public Sector Bodies

2. What is the Gloucestershire Compact?

The Gloucestershire Compact is an agreement between local public sector bodies and the voluntary and community sector to support and improve partnership working between the sectors. It is underpinned by Codes of Practice, based on the national Codes, which cover the following areas:

- Black and Minority Ethnic Voluntary and Community Organisations
- Community Groups
- Consultation
- Funding and Procurement
- Multi-sector Partnerships
- Volunteering

The Gloucestershire Compact and its Codes contain specific undertakings for each sector, as well as a series of joint undertakings, which aim to make a positive impact on partnership working in the county. In this context, the term “undertaking” commits partners to work towards the principle or action in question.

3. What is the aim of this Conflict Resolution Procedure?

The Compact process is one of learning, development and dialogue, within which it is recognised that from time to time, differences may arise which need to be resolved. This procedure relates specifically to differences occurring between organisations who are party to the Gloucestershire Compact arising from commitments and undertakings contained within it and its Codes.

It is intended to provide a framework for facilitating discussions between each of the parties involved and aims to move them towards a mutually acceptable outcome. The process is about developing understanding and awareness between the two sectors.

The conflict resolution procedure follows a staged approach. Only when one stage of the process has failed to provide a mutually acceptable outcome should the process proceed to the next stage. The Gloucestershire Compact Conflict Resolution Group will oversee this.

4. What is the Gloucestershire Compact Conflict Resolution Group?

The Gloucestershire Compact Group will agree membership of the Gloucestershire Compact Conflict Resolution Group (CCRG) annually. CCRG shall consist of at least 8 members: 4 from the voluntary and community sector and 4 from the public sector, who will be offered training in Conflict Resolution. CCRG will be a working group of the Gloucestershire Compact Group.

5. What is the Conflict Resolution Process?

Stage 1

- 1.1 If organisation A is concerned that organisation B has breached the Compact, they should seek to resolve that difference directly with organisation B.
- 1.2 Organisation A should contact organisation B and explain to them the nature of their concern, clearly stating which Compact commitment they believe has been breached.
- 1.3 Organisation B should then follow its usual internal procedures for dealing with complaints.
- 1.4 Should these actions fail to provide an outcome satisfactory to both parties, either can refer the issue on to stage 2, by writing to the Compact Conflict Resolution Group:
*c/o Partnership and Participation Project,
GCVS, 75-81 Eastgate Street, Gloucester GL1 1PN*
- 1.5 The letter should identify the organisations concerned, the Compact commitment(s) over which the difference has arisen, the nature of that difference and what has already been done to try to resolve the matter.

Stage 2

- 2.1 On receiving the complaint, the Partnership and Participation Project (P&P) will endeavour to convene a panel from the CCRG within 2 weeks. This panel will consist of 2 members from each sector, and will appoint its own chair from amongst them. The panel should not include anyone directly connected with either organisation involved in the dispute.
- 2.2 This panel will determine whether the complaint does relate to commitments and undertakings held within the Gloucestershire Compact. If so, the panel will set a date to hear from both parties involved in the dispute. This should be no later than 8 weeks from the date when the complaint was received by P&P. The panel will invite both parties to nominate up to 2 representatives each to attend the meeting. One of these may be someone from another organisation who is brought in to support the organisation concerned.
- 2.3 The panel will seek to mediate between the parties in order to reach a mutually acceptable solution. If the matter cannot be resolved at the first sitting, further meetings may be arranged if this will help reach a resolution.

Stage 3

- 3.1 If it is not possible to resolve the dispute at stage 2, the CCRG will seek to provide the parties with information on any further resources available which might assist them in resolving the conflict. Such resources may include the national Compact Advocacy Programme and the national Compact Mediation Scheme.

6. How will this Procedure be monitored and evaluated?

For purposes of monitoring and evaluating the Gloucestershire Compact, all organisations should notify the Gloucestershire Compact Group of any differences arising from the Compact, even where these are resolved within the organisation's own procedures.

Written records will be kept of all cases referred to the Compact Conflict Resolution Group but the details of those cases will remain confidential to the CCRG.

The Chair of the CCRG panel will keep the Gloucestershire Compact Group informed of any action being taken by the CCRG and the issues arising from the cases dealt with. A summary report of the issues will be presented to the Gloucestershire Compact Annual Meeting.

*Produced in May 2006 on behalf of the Gloucestershire Compact Group
by the Partnership & Participation Project*

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Further information about the Compact can be found on the Gloucestershire

Voluntary and Community Sector website www.gloshub.org.uk

This document can also be made available in different formats or languages by request. Please contact us at the above address for more information.

Gloucestershire Compact

Process for Resolving Differences Arising from the Compact

Purpose: To improve the effectiveness of the Gloucestershire Compact and provide a framework for resolving differences by helping parties to identify and agree a mutually acceptable outcome

