

Contractor – Conflict Resolution

As a contractor to BACI through a Life Sharing Network Agreement you may find yourself, from time to time, in conflict with others (families, service providers, other contractors or BACI staff). When conflict arises BACI expects and encourages you to resolve differences in a respectful and at least cordial manner. The following information is intended to assist you to resolve conflict successfully and in accordance with BACI's expectations.

Expectations:

We recommend that contractors try to anticipate and avoid conflicts by:

- Being realistic about their own expectations and the limitations of people and situations.
- Deciding how important a matter is and if it is really worth disputing.
- Being honest and communicating openly. Contractors should make clear to themselves and others what they want, need, or expect.

Resolving Conflicts Informally

We suggest that contractors first try to resolve conflicts using one or more of the following methods:

- Step back and try to be objective about the situation.
- Try to put yourself in the other person's position.
- Negotiate a compromise. Sometimes people are better off getting most or part of what they want now than spending time trying to get everything.
- Explain your position to someone you trust to give honest feedback about whether you are being reasonable and fair – being careful to maintain confidentiality at all times.
- Get someone to advocate or negotiate on your behalf if you are too close to the problem or too emotional about it.
- Get an informal mediator, someone whose judgment, objectivity, and fairness all parties trust.

The Formal Conflict Resolution Process

If a conflict cannot be resolved informally, BACI has adopted a formal conflict resolution procedure as follows:

The contractor seeking resolution should clearly define and put in writing if possible:

- the history and present circumstances of the dispute. (How did this conflict come about and what is the current situation),
- the factors that you think are causing the problem,

- how you want the dispute resolved and why it should be resolved that way.

The contractor should then present the concern:

- First, your LSN Team Manager unless the conflict is with the LSN Team Manager and the report should be made to the Senior Manager in charge of the LSN. If the conflict cannot be resolved at this level then,
- Second, to the Senior Manager responsible for the LSN, unless the Senior Manager is one of the parties in the conflict. If the conflict cannot be resolved by the Senior Manager then,
- Third, to the Executive Director(s). If the Executive Director(s) cannot solve the conflict or if the Executive Director(s) is one of the parties then,
- Fourth, to the Conflict Resolution Committee, a sub-committee of the Board of Directors.