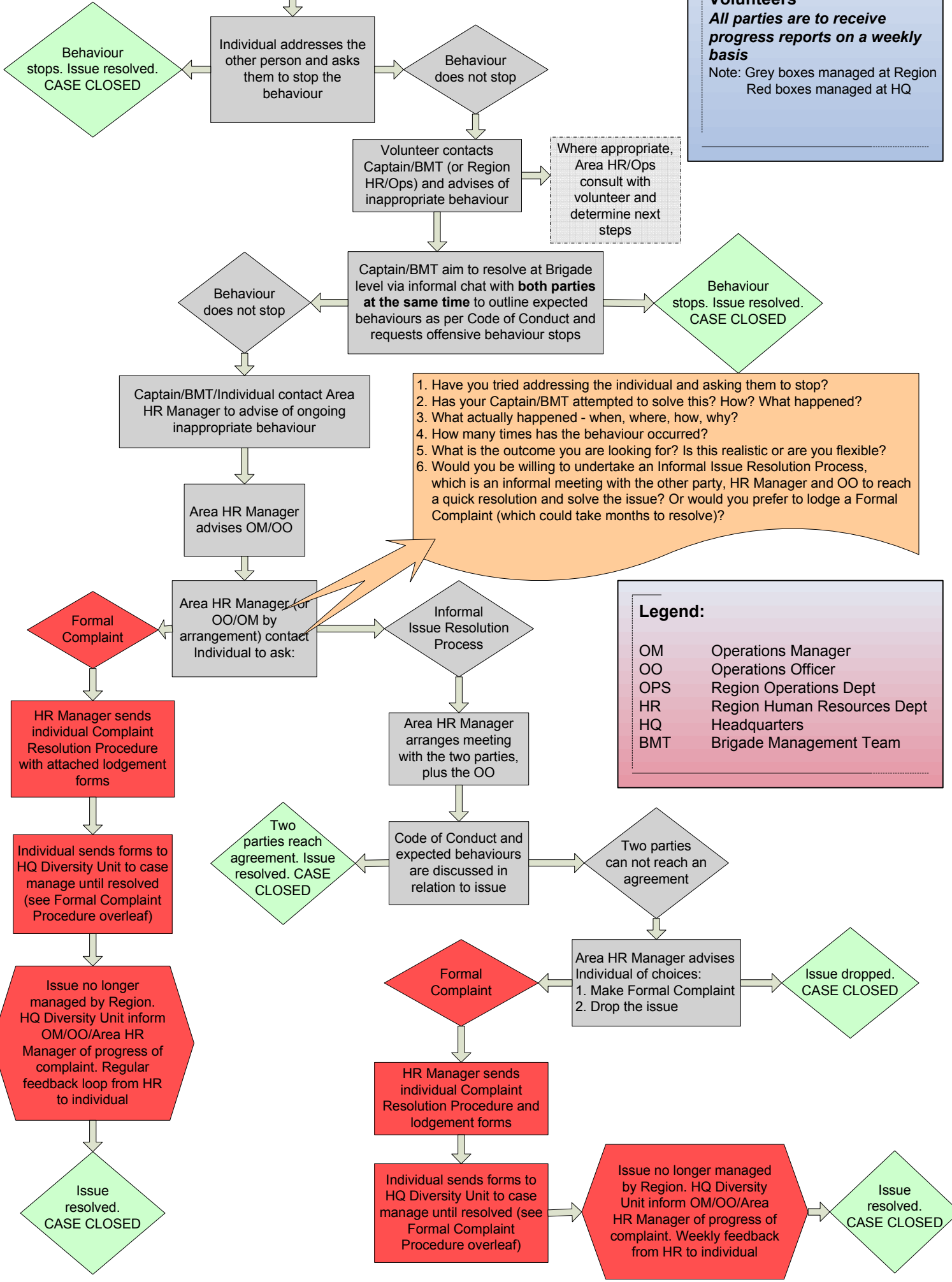


**FINAL VERSION – 7.12.2009**  
**Early Issue Conflict Resolution Process for Region 13 Volunteers**  
*All parties are to receive progress reports on a weekly basis*  
 Note: Grey boxes managed at Region  
 Red boxes managed at HQ

Inappropriate behaviour occurs outside of Code of Conduct (NOTE: If matter is a serious, chargeable offence, contact OM immediately for Formal Discipline)



1. Have you tried addressing the individual and asking them to stop?
2. Has your Captain/BMT attempted to solve this? How? What happened?
3. What actually happened - when, where, how, why?
4. How many times has the behaviour occurred?
5. What is the outcome you are looking for? Is this realistic or are you flexible?
6. Would you be willing to undertake an Informal Issue Resolution Process, which is an informal meeting with the other party, HR Manager and OO to reach a quick resolution and solve the issue? Or would you prefer to lodge a Formal Complaint (which could take months to resolve)?

**Legend:**

OM	Operations Manager
OO	Operations Officer
OPS	Region Operations Dept
HR	Region Human Resources Dept
HQ	Headquarters
BMT	Brigade Management Team