



# Dispute Resolution Procedure

## Introduction

The Dispute Resolution Procedure outlines the commitments that Living Streets provides to mediate through issues if they arise and offers a fair and transparent process available to everyone. It seeks to deal with matters which fall outside of the Local Group Closure Procedure which would apply if actions are taken that contravene the Charter.

Group members within the network of Living Streets Group network have the right to be treated with respect and dignity within meetings, events and online.

Living Streets is committed to ensuring that all group members concerns, problems or complaints that relate to behaviour or conduct will be taken very seriously.

The Dispute Resolution Procedure is:

- Confidential - only those directly involved in the incident or the procedure will be aware of information about the dispute.
- Impartial - all parties involved in the dispute are treated equally and without bias.
- Timely and sensitive - disputes will be dealt with quickly, whilst also being sensitive to involved parties, and without compromising the quality of the procedure.

Living Streets initially encourages parties to settle disputes informally, through discussion. If this does not resolve the issue then it can be elevated towards a formal process.

## Process

This outlines the process that we will follow when an issue is raised by a group member of Living Streets Local Groups.

STEP 1 The group member can raise a dispute with the Engagement Manager of the specific group. It can be done in writing or on the phone. If the issue is not resolved then Local Group Coordinator is requested to write down the key aspects as discussed and consent from both parties is given for this to be discussed with Living Streets support staff within 7 working days. If the dispute relates to the Local Group Coordinator (also know as Chair or Convenor) then the procedure starts at STEP 2.

STEP 2 The Engagement Manager can then raise the issue with a senior member of Living Streets either by phone or in writing.

Contact: Aisha Hannibal, Engagement Manager [aisha.hannibal@livingstreets.org.uk](mailto:aisha.hannibal@livingstreets.org.uk)

Once the Living Streets member of staff has a thorough understanding of the issue they can contact the group member/ group coordinator by phone with the aim of resolving the dispute informally. If the group member/ group coordinator or Living Streets member of staff indicates that the dispute is resolved, the process ends. If an informal agreement is not arranged, the process proceeds to Step 3 within 7 working days.

STEP 3 The Engagement Manager at this point will check willingness with both parties to engage in a dialogue. If relevant, a supported conversation will be offered to enable both parties to meet and hear each other. If there is willingness, there will be initial one to one conversation and then a facilitated conversation where the views and impact is heard and acknowledged, and then together to look for any agreements or actions that can be taken to improve the situation. This may require more than one meeting, depending on the situation and capacity.

If there is not willingness for a conversation, or if the conversation does not lead to agreements that both parties are satisfied with, then the Engagement Manager and/or internal team will take a decision on the most suitable next steps which could include the group leaving, change of leadership, or something else.

STEP 5 Living Streets submit a formal response to the group members about the dispute. The group member/ group coordinator, and the independent representative with Living Streets, review this response. If they agree with the proposed response and / or remediation, the process ends.

If there is not agreement, there is an appeal process. Aisha Hannibal can talk this through with you through meeting online with her.