



Conflict Resolution Policy Statement

Policy approved by the Board on April 26, 2007

Most service related complaints can be resolved by the staff and/or President & CEO. The Board's role is to plan strategically for the future of the organization and the industry; it does not assume a significant role in the day-to-day operations of the PA Dutch CVB. Before pursuing the complaint procedure outlined below, the member must have first pursued his/her concern with the appropriate staff member.

Complaint Procedure

1. The member must communicate his/her complaint in writing to the President & CEO via U.S. Certified Mail. The correspondence must include the member's name and signature.
2. The President & CEO will respond in writing via U.S. Certified Mail to the member within ten (10) working days of receipt of the complaint. In this communication, the President & CEO will either agree to comply with the member's wishes, explain why the CVB cannot comply with those wishes, or will suggest a compromise or alternative solution.
3. If the member is dissatisfied with the President & CEO's decision, he/she may, within ten (10) working days of the President & CEO's reply, file an appeal in writing with the PA Dutch CVB Board, using the Appeal Format outlined below. The appeal must be sent via U.S. Certified Mail to the Board Chair and must be copied to the President & CEO.
4. Within ten (10) working days of receipt of the appeal the Board Chair will respond in writing via U.S. Certified Mail to the member, indicating if the complaint will advance to the Board for discussion at its next meeting, or if the decision of the President & CEO has been accepted as appropriate and satisfactory by the Executive Committee of the Board.

Time Limits

Deadlines specified in this procedure may be extended by the agreement of both the member and the President & CEO. However, if no extension is obtained, the failure of a member to proceed to the next step within the time limit set forth will be deemed a waiver of any further appeal concerning the particular complaint and decision. If the President & CEO does not issue a written decision within the proper time, the member is authorized to proceed to the next step.

Appeal Format

This format is to be used by a member when no satisfactory resolution to a complaint can be reached and the member wishes to bring the complaint to the Board of Directors.

1. Today's date
2. Name of member
3. Member property
4. Briefly describe the problem.
5. What steps have been taken to try to resolve the problem?

6. Attach a copy of the written complaint submitted to the President & CEO. On what date was this document sent to the President & CEO?
7. Attach a copy of the response from the President & CEO. What date was the response received? Was the response received within ten (10) working days of the receipt of the grievance?
8. Attach copies of completed U.S. Certified Mail receipts
9. To appeal the decision of the President & CEO the member must submit a written explanation of why the President & CEO's reply is unsatisfactory and attach the explanation.