

CONFLICT MANAGEMENT POLICY



NNATIONAL **C**OLOURED **C**ONGRESS

VERSION DATE: 10 JANUARY 2024

1. INTRODUCTION

The Conflict Management Policy for National Coloured Congress members aims to provide guidelines and procedures for effectively managing conflicts within the organisation. This policy is designed to promote a respectful and inclusive environment, where conflicts are addressed promptly and resolved in a fair and constructive manner.

This Conflict Management Policy aims to foster a harmonious and productive environment within the National Coloured Congress, where conflicts are addressed promptly, fairly, and in a manner that upholds the dignity and rights of all individuals involved.

2. SCOPE

This policy applies to all members of the National Coloured Congress, including elected officials, staff, volunteers, and any other individuals associated with the organisation.

3. CONFLICT RESOLUTION PRINCIPLES

The following principles will guide the conflict resolution process:

- 3.1 Respect and Dignity:** All individuals involved in a conflict will be treated with respect and dignity throughout the resolution process.
- 3.2 Confidentiality:** Confidentiality will be maintained to the extent possible, ensuring that sensitive information shared during the conflict resolution process is kept confidential, unless disclosure is required by law or organizational policy.
- 3.3 Impartiality:** Conflict resolution processes will be conducted in an impartial manner, ensuring that decisions are based on objective evaluation of the facts and circumstances.

4. CONFLICT RESOLUTION PROCEDURES

The National Coloured Congress will implement the following procedures for conflict resolution:

- 4.1. Informal Resolution:** Individuals involved in a conflict are encouraged to resolve the issue informally, through open and respectful communication. They should attempt to find common ground and seek mutually agreeable solutions.
- 4.2. Mediation:** If an informal resolution is not possible or unsuccessful, mediation may be utilised. Mediation involves the assistance of a neutral third party who facilitates communication and helps the parties reach a mutually acceptable resolution.
- 4.3. Formal Grievance Process:** In cases where informal resolution and mediation are not successful, a formal grievance process may be initiated. The process will involve submitting a written complaint to, the secretary of

the structure above that of where to conflict arose, outlining the conflict and desired resolution. The respective structure of the organisation will then conduct a thorough investigation, ensuring fairness and impartiality.

4.4. Decision and Resolution: Based on the findings of the investigation, a decision will be made, and appropriate actions will be taken to resolve the conflict. These actions may include disciplinary measures, training, or other interventions aimed at preventing future conflicts.

5. TRAINING AND AWARENESS

The National Coloured Congress will provide training and awareness programs to its members, promoting conflict management skills, effective communication, and cultural sensitivity. These initiatives will help prevent conflicts and equip individuals with the necessary tools to address and resolve conflicts when they arise.

6. SUPPORT AND RESOURCES

The National Coloured Congress will provide support and resource centre information to individuals who have anger issues. This may include access to counselling services, information on legal rights, and assistance in navigating the reporting process.

7. COMPLIANCE AND REVIEW

All members of the National Coloured Congress are expected to comply with this Conflict Management Policy. The policy will be periodically reviewed and updated as necessary to ensure its effectiveness and alignment with the organisation's values and objectives.

APPROVED AND SIGNED

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Electronically Signed by:

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Date: 10 January 2024

F. Adams

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Date: 10 January 2024