

## **PROGRAM GOVERNANCE**

**Policy ID: PG19**

**Subject: Internal Dispute Resolution**

**Performance Objective:** All parties recognize the possibility that conflict may arise. Therefore, a written policy for resolution is necessary. All parties will act in a professional manner during the course of all meetings and will act in good faith to resolve all matters within the level closest to where the conflict occurred. Whatever the outcome of such conflict resolution, shall stand by such decision.

### **Operational Procedures:**

1. In the case of conflict, the internal dispute resolution procedure is as follows.
  - a) The matter will be reviewed in a special session of both bodies for the purpose of resolution.
  - b) Should this action still not resolve matters, an outside conflict agency known as New Justice shall be contacted to assist in the resolution process. New Justice shall ensure that the President of the CAPCO Board of Directors, Chairperson the CAPCO Head Start Policy Council and at least two (2) members from each body will be present. Further, it is mandatory the CAPCO Executive Director and the CAPCO Head Start Director must be in attendance.
  - c) Should the conflict be unresolvable by New Justice, the CAPCO Head Start Director will send a written correspondence to the funding source involved for further examination of the issue for review and recommendation.

**Related Regulations:** 1304.50 h

Original Board of Directors Approval Date: March 18, 2004

Original Policy Council Approval Date: April 20, 2004

Executive Committee Approval Date: April 4, 2007

Policy Council Approval Date: April 17, 2007