

**CHAPTER FIFTEEN - Section 15.14  
CONFLICT RESOLUTION PROCEDURE**

Approved: October 27, 1994  
Amended: February 28, 2002

**SUBJECT: Conflict Resolution Procedure**  
**CONTACT: General Manager**

**I. POLICY**

It is the policy of the Board of Directors that a formal process be followed to resolve any work-related conflict involving any employee of the Association. The process shall address conflicts between employees, between employees and their managers or supervisors, between employees and members or guests of members, between employees and vendors or contractors conducting business within the Lake Monticello community, and between employees at any level and the officers and/or directors of the Association.

**II. APPLICATION**

- A. In the event of a conflict between a property owner and a member of the LMOA staff, including reports of alleged/suspected harassment, the appropriate department head should be notified of the incident by the property owner, staff member or individuals involved and any witnesses. If a conflict involves administrative staff and a member of LMOA staff, the incident must be referred to the General Manager and/or the Board for corrective action.
- B. The department head should interview the involved individuals and any witnesses to determine the facts and then attempt to mediate a resolution satisfactory to the parties involved. If the department head cannot mediate a satisfactory resolution, the incident must be referred to the General Manager. Reports regarding harassment must be documented as stated in policy (PM 5.01 E) and corrective action taken by the General Manager.
- C. The General Manager shall attempt to mediate a resolution satisfactory to the parties involved. If the General Manager cannot mediate a satisfactory resolution, he shall 1) prepare a report to the Board of Directors of the incident, including any recommendations for amendments or changes to Association policies or procedures to prevent further incidents of a similar nature; 2) determine if disciplinary actions are warranted.
- D. The Board of Directors shall then review the incident and determine the appropriate actions required to resolve the incident, as well as any need to amend policies to prevent further similar incidents.

**III. RESPONSIBILITY**

The General Manager is responsible for assuring that this policy is properly administered.