



WOODLAND PRODUCTIONS
KETTLE FALLS, WA
SINCE 1984

Conflict Resolution Policy

The Woodland Theatre Productions Board of Directors is committed to maintaining a constructive and harmonious environment. This Conflict Resolution Policy outlines the formal process for addressing conflicts among members of the Theater to the Board of Directors.

1. Informal Resolution:

Participants are encouraged to engage in informal resolution as a first step when conflicts arise. By addressing concerns directly and amicably, we strive to maintain positive relationships and uphold the values of respect and cooperation within our community.

For handling complaints within a production, please see the [Production Conflict Resolution Procedure](#).

2. Formal Complaint Process:

a. Members who wish to address a conflict to the board must complete and submit the provided Complaint Form.

b. The Complaint Form should include a clear description of the conflict, the involved parties, and any relevant documentation.

3. Handling of Complaints:

a. All complaints will be treated confidentially to the extent permitted by law and organizational policies.

b. The Conflict Resolution Sub-Committee will review and investigate the complaint.

c. The designated officer (production mediator and/or member of the conflict resolution committee) may gather information, interview relevant parties, and conduct any necessary investigations.

D. The Sub-Committee will respond within 7 day of the receipt of complaint

4. Resolution Steps:

a. The designated officer will work towards resolving the conflict through mediation, dialogue, or other appropriate means.

b. The board may consider input from all parties involved and strive to reach a mutually agreeable solution.

C. If the substance of any complaint is illegal in nature, it will be forwarded to the appropriate authorities.

5. Communication:

a. Both parties involved in the conflict will be kept informed of the progress and outcome of the resolution process.

b. Communication will be conducted in a professional and respectful manner.

6. Formal Records:

a. Records of the conflict and its resolution will be maintained according to the organization's record-keeping procedures.

b. Confidentiality will be maintained as much as possible within the bounds of applicable laws and organizational policies.

7. Non-Retaliation:

No member shall face retaliation for participating in the conflict resolution process or filing a complaint in good faith.

8. Continuous Improvement:

The board will periodically review and update the Conflict Resolution Policy as needed to ensure its effectiveness.

By adhering to this Conflict Resolution Policy and using the provided Complaint Form, the Woodland Productions Board of Directors aims to uphold a professional and collaborative atmosphere that serves the best interests of the organization.



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Complaint Form

Complainant Information:

Full Name: _____

Email: _____

Phone Number: _____

Incident Information:

Date of Incident: _____

Production: _____

Description of Incident:

(Please provide a detailed description of the incident, including the parties involved, what occurred, and any relevant context. Use additional pages if necessary.)

Impact of Incident (Explain how the incident has affected you or the theater.)

Nature of Complaint:

Please select the appropriate category that best describes your complaint:

- Disagreement
- Harassment
- Discrimination
- Bullying
- Code of Conduct Violation
- Other (Please specify):

Witnesses, if any, (provide contact information):

Informal Resolution (Were there steps taken by either party toward informal resolution? Explain below.)

Desired Resolution:

(Describe the outcome or resolution you are seeking through this complaint.)

Additional Comments:

(Include any additional information that you believe is important to your complaint.)

Signature: _____

Date: _____

Print:

Instructions for Submitting Complaint Form:

- Complete this form with accurate and detailed information.
- Submit the form by delivering the form to a member of the conflict resolution subcommittee OR a member of the board who will then present it to the Board of Directors.
- You will be contacted by a member of the Conflict Resolution Sub-Committee within 7 days regarding the status of your complaint and any further steps.

Note: This complaint form is intended to address genuine concerns reported in a **timely manner** that align with our community theater's values and policies. False or malicious complaints may result in appropriate actions.