

Social Development Plan Network's Formal Conflict Resolution Process

If you are in a conflict with another person in the Regent Park Social Development Plan, you are encouraged to discuss it directly with that person, if you feel safe and able to do so. If you want informal support from another impartial person, maybe you know of people to reach out to who can work with you and the other party to resolve the conflict. The informal conflict resolution process outlines procedures that may help guide you. If you wish to take a more formal approach to the conflict, this document outlines the procedure to use.

We are offering a support person, the Conflict Resolution Administrator (CRA), for those who would like support in starting this process. If you would like to have someone explain this to you and help you move through the early steps, please reach out to them at the email provided. For clarity: this role is meant to be impartial. The CRA helps residents to 'navigate', or move through, starting a formal conflict process without taking sides in the conflict and is even-handed with all parties to the conflict.

Incident Report

The incident report is the first step in the formal process. It outlines in writing the concerns.

- Fill out the Incident Report, with help from the Conflict Resolution Administrator (CRA) if desired.
- Give Incident Report to the Conflict Resolution Administrator.
- CRA requests incident reports from others involved, offering support to complete the form.
- CRA explains the process to the parties involved. See process document - distillation of this document.
- CRA offers a list of people who can offer resources to address conflict, and seeks agreement from parties on who they will turn to. The list will include recommended, trained community members and other trained people.
- Once agreement is reached, CRA turns the process over to the resource person/s.
- If both/all parties agree on a neutral resource person who is not on the list offered, they can proceed with the agreed on person.
- If the parties can't agree on anyone, each can propose a resource person that they are comfortable with, and the two resource people would seek to formulate a process between them, that includes sharing outcomes according to the points below.
- The CRA shares the incident report/s with the resource person/s.

Conflict resolution process:

- Resource person/s meet/s individually with parties. Discussion of possible paths, in order of preference: mediation, shuttle diplomacy or arbitration. See addendum (after the document) below for an explanation of each path.

- Resource person/s support/s parties in conflict to agree on a path to follow. Parties try to reach a resolution using one or more of the above paths.
- Parties and resource people to the conflict will record, in writing or by video, the resolution in a report shared among them.
- The resource person/s will submit the report to the CRA, who will share it with the group where the conflict originated.
- If the conflict emerges again, parties and/or group members will refer to the resolution report. They may seek the support of the resource person if necessary.

Final Steps

If the conflict persists [keeps going on], and either party believes that they have exhausted their ability to resolve the conflict successfully through the above measures, they can ask the [CRA] / [Person appointed annually by the planning committee] - [to be decided] to assess and decide whether to strike a panel that will offer mediation, or arbitration.

The panel will be chosen from a larger roster of qualified community members, both from agencies and residents. Parties to the conflict will review the roster and have the chance to indicate if they have a relationship with any member of the roster that precludes that roster member from having an active role in the conflict. If the panel offers mediation or arbitration, and the offer is declined, or resolution is still not achieved, the panel may recommend to the group where the conflict originated that one or both parties are suspended from group activities until such time as they:

- agree to participate in the course of action (mediation or arbitration) offered
- and
- follow the decisions made in them.

If the group decides that there will be a suspension with conditions:

- Group co-chairs, and/or others authorized by the group, will have further discussion with the person/s at question to more deeply understand what happened and to attempt to resolve the issue. They may turn to other people skilled in addressing issues from a trauma-informed lens for guidance. Further action, such as training, may be suggested.
- Depending on the circumstances, an apology may be appropriate.
- Those working with the person/s will decide when the person is eligible to return.
- If and when the person/s returns, those involved in the follow up will give a brief written or verbal report to the group.
- If the person/s does/do not return, those working with the person/s will report back to the group on the situation within two months. The group may direct them to try other approaches.
- Suspended members may appeal to be allowed to return to the group. The appeal will be heard by a small group designated by the group where the conflict originated/the planning committee.
- Decisions made by the appeal body are final.

Confidentiality

- Administrators, mediators, helpers and arbitrators must keep information confidential.
- Parties to the conflict are encouraged to keep confidentiality in regards to the conflict process.

(Approved by The RPSDP Network's Planning Committee on March 12, 2026)

Addendum:

Explanation of the three paths for formal conflict resolution:

Mediation

Mediation is a voluntary process where a **neutral third party helps people in conflict communicate and negotiate** to find a solution together. The mediator doesn't take sides or make decisions—they simply help facilitate discussion and guide the parties toward agreement.

Shuttle Diplomacy

Shuttle diplomacy is a type of mediation where the mediator **meets separately with each side**, going back and forth to share proposals and feedback, helping to build trust and reach a resolution—especially when the parties are unwilling or unable to meet face-to-face.

Arbitration:

Arbitration is a process where a **neutral third party**, called an **arbitrator**, **hears a dispute, investigates if necessary, and makes a binding decision**. Unlike mediation, where the parties come to their own agreement, in arbitration the **arbitrator decides the outcome**. For this process to be used, both parties must **agree in advance to accept the arbitrator's decision**.