

## **SINA Member To Member Conflict Resolution Policy**

1. If a member has any issue with another member, the first step is to directly address that issue with the other member. The issue should be addressed in-person, by phone, by fax or via certified letter in an attempt to resolve the issue. Email is NOT an acceptable form of communication of ANY information involving Conflict Resolution described in this policy.
2. If an impasse is reached and a member wants the Chapter Board to take appropriate action, the member (hereby known as COMPLAINANT) has 14 days to file a WRITTEN Complaint Letter with the Chapter Board.
3. The Written Complaint Letter must include the following elements:
  - A) Who is the dispute with and what specifically is the issue.
  - B) What steps has the member taken to resolve this issue personally.
  - C) What was the outcome of the attempted resolution.
  - D) What action does the Complainant ask of the Chapter Board.
4. THREE Copies of this Letter must be submitted to the Chapter President.
  - A) The President will keep one copy for his file on this complaint.
  - B) A second copy will be given to the Chapter Secretary for a second file.
  - C) The third copy will be given directly to the Member being accused of wrongdoing (hereby known as the RESPONDENT).
5. The Respondent will have 7 Days from receiving a copy of the Letter Of Complaint to respond in a WRITTEN Letter addressed to the Chapter Board addressing the issues mentioned in the original complaint letter. Three copies of this letter must be submitted to the Chapter President who keeps one in the records, forwards another to the Secretary and provides one to the original complaining member. In this letter, the Respondent should:
  - A) Address the accuracy of the original complaint.
  - B) Explain why the original complaint was handled in the way it was.
  - C) Attach any additional evidence that Respondent wants the Chapter Board to review.
6. If the Respondent fails to provide the written information requested in the time frame described, the Respondent will have forfeited his or her right to respond to the complaint and the Chapter Board will then proceed to Step 7 of this Policy.
7. Within 7 days of receiving this response or lack thereof, the Chapter President must call a private meeting of the Chapter Board to discuss the issue. All

information must be kept confidential and is not to be shared with anyone outside of the Chapter Board.

8. The Chapter Board must then take one of 3 courses of action:
  - A) The Chapter Board may decide that the President or another Board Member may attempt to mediate a solution between the two parties. This is not required. It is an option if the Board believes it is feasible.
  - B) Request more information from either or both sides. This information must be returned to the Chapter President within 7 days.
  - C) The Chapter Board, once it has all the information it feels it needs must then adjudicate the complaint if it has not be resolved.
  
9. The Chapter Board, in private session, decides the outcome of the complaint. They must make one of two decisions:
  - A) The Chapter Board can decide in favor of the respondent and determine that the complaint does not warrant any action by the Board because it did not violate any of the tenets of SINA.
  - B) The Chapter Board may determine that the complaint is valid. If the complaint is found valid they then must make one of 3 decisions:
    - a. If the Board finds the members actions to be unethical, illegal or otherwise damaging to the functioning of SINA, they may immediately terminate the membership of the offending member. The member may also be terminated if 3 valid lesser valid complaints are found against the member in a two-year span (see below).
    - b. The Board may give the offending member direction on what action needs to be taken to remain a member of SINA. If that action is not taken, the member may then be terminated.
    - c. The Board may determine the complaint to be valid however declare that it does not rise to the level of membership termination. It will be entered into the official Chapter Board Records. Three such recorded valid complaints in a two year period may result in immediate termination from SINA by the Chapter Board.
  
10. The Chapter President must then issue a Letter of Resolution explaining the Board's official decision. Four copies of this letter are needed. One for the President's records, one for the Chapter Secretary, one for the Complainant and one for the Respondent.

11. If either member wishes to appeal the Chapter Board Decision it must be done within 7 days. The Appellant must submit 4 Copies of the Letter Of Appeal to the Executive Board President. This letter must explain why the Chapter Board erred in its decision. The letters will be distributed as follows:
  - A) One Copy stays with the Executive Board President.
  - B) One Copy is given to the Executive Board Secretary.
  - C) Two Copies are sent to the Chapter President of which one is given to the Chapter Secretary.
12. The Chapter President, within 7 days of receiving the Letter of Appeal, must send one copy of his/her file of the particular situation to the Executive Board President along with two copies of a letter reinforcing why their original decision was the correct one in response to the Letter of Appeal.
13. The Executive Board President must then call a meeting of the SINA Executive Committee within 30 days to discuss the appeal. This committee includes the President, Vice President, Secretary, Treasurer and 3 Permanent Directors.
14. The SINA Executive Committee will then vote to either uphold the Chapter Decision or to overturn it and direct the Chapter on the appropriate action to take.
15. Case Closed.
16. Special Notes:
  - A) If the either the Complainant or the Respondent is a Chapter Board Member, that officer cannot be involved in Board deliberations or voting.
  - B) If the Respondent is the Chapter Board President, then the Chapter Vice President will handle all of the duties assigned to the Chapter President described in this Conflict Resolution Policy.