



Conflict Resolution Process

Introduction

La Leche League Alliance for Breastfeeding Education (herein known as “LLL Alliance”) is a Direct Connect Entity (DCE) to LLLI and operates as a support structure for Leaders and Leader Applicants in various locations around the United States. As a DCE, we hereby establish this Conflict Resolution Process as adapted from that of LLLI to provide a way to resolve complaints.

La Leche League International (LLLI) is the U.S. based charitable 501(c)(3) organization that provides direction, sets global policy, and establishes accreditation standards for all La Leche League entities from Areas within LLL Alliance, from other DCEs, from Area Networks, Areas not within LLL Alliance, or by any person(s) from the general public issued against any Leader, including Department Administrators or Associate Administrators, connected to LLL Alliance. This process is designed to address these complaints in a fair and respectful manner and to do so quickly to reach a resolution that is agreed upon by all parties involved.

We acknowledge the "LLLI Conflict Resolution Process" as an established policy which has been incorporated into this LLL Alliance policy to have a process in place for evaluating conflicts and assisting in working towards resolutions. Any Area within LLL Alliance may contact the LLL Alliance Conflict Resolution Task Force (CRTF) for assistance.

The LLL Alliance Conflict Resolution Process addresses conflicts involving LLL Alliance and issues including but not limited to compliance by a Leader with the LLLI Bylaws, the LLL Code of Conduct, and LLLI Policies and Standing Rules.

Conflicts arising at a local (Area) level should be addressed or resolved at that level. In circumstances in which an Area's conflict resolution or grievance policies do not exist or do not apply to the affected parties and/or circumstances, or if the entity is unable or refuses to address the complaint, the LLL Alliance Conflict Resolution process may be used by contacting the LLL Alliance Director to request help from the LLL Alliance CRTF.

Complaints may be reported to the Conflict Resolution Task Force (CRTF) by filing a Complaint Form and sending by email (CRTF@lllalliance.org) or by postal mail (27 Jeremiah Rd., Sandy Hook, CT 06482). The Director, members of the LLL Alliance Council, and members of the CRTF are also responsible for ensuring that all complaints about conduct or financial impropriety are investigated and resolved. These complaints are to be submitted to the CRTF using the Complaint Form.

For concerns relating to Leader Accreditation Department (LAD) decisions about Leader Accreditation, see the LLLI Leader Accreditation Appeals Policy (<https://www.llli.org/leader-pages/psr-leader-accreditation-appeals-policies-and-process/>).

Conflict Resolution Task Force (CRTF)

LLL Alliance will establish and maintain a Conflict Resolution Task Force (CRTF) consisting of three to five members. Nominations of Leaders for the CRTF will be accepted from Leaders and non-Leaders at the request of the LLL Alliance Executive Director. Candidates should have training and experience in conflict resolution as well as extensive experience as La Leche League Leaders. Efforts will be made to create a diverse CRTF representing the composition of LLL Alliance Leaders and shall include members from different departments to maintain an even balance of experience or expertise.

Members of the Conflict Resolution Task Force (CRTF) will be sought and recommended to the LLL Alliance Council. A Leader may volunteer to serve on the CRTF and will require a recommendation. All members will be appointed by the LLL Alliance Council members at the Annual Council meeting or as the need arises.

Each member of the CRTF shall:

- Be fair and impartial
- Have administrative experience at an Area level or higher in the LLL Alliance administrative structure, or extensive LLL experience
- Have conflict resolution experience
- Undergo training provided by or approved by LLL Alliance, including bias training and training in addressing claims of harassment and discrimination
- Ensure confidentiality in the Conflict Resolution Process
- Recuse themselves from working on any issue in which they have a conflict of interest, a personal or financial interest that may prevent the exercise of impartial judgment including a relationship with any parties to the conflict, or in instances in which any party to the conflict is from the member's Group or Area, or if the subject matter of the conflict prevents the member from being fair and impartial.

Conflict Resolution Task Force (CRTF) members will serve three-year terms. No member may serve more than two consecutive three-year terms, or a total of six consecutive years, unless this requirement is waived by the LLL Alliance Council.

The Conflict Resolution Task Force (CRTF) will elect a chair within a month of its initial establishment. The Chair of the CRTF will serve as liaison between the CRTF and the LLL

LLL Alliance Conflict Resolution Process

Alliance Council and may hold this position for a maximum of three consecutive years unless this requirement is waived by the LLL Alliance Council.

The LLL Alliance Executive Director will request nominations of candidates be submitted to the LLL Alliance Council whenever necessary to replace any Conflict Resolution Task Force (CRTF) member who resigns or is removed before the conclusion of a term. The Council will appoint the chosen candidate(s) who will then serve for the remainder of the original term or for a specified term.

After due consideration, the LLL Alliance Council may remove a member of the Conflict Resolution Task Force for failure to perform member duties or for non-compliance with the LLLI Code of Conduct, LLLI Bylaws, or LLLI Policies and Standing Rules.

All potential CRTF members will be required to submit a CRTF Member Recommendation Form from another Leader or LLLI member.

Initiating the Conflict Resolution Process

A complaint may be initiated by completing a Complaint Form attached below. Forms may be submitted via email or postal mail to the addresses noted above in the Introduction, paragraph 6 or on the Complaint Form.

Conflict Resolution Process Steps

1. The Conflict Resolution Task Force (CRTF) will review the complaint and decide if it is addressable by the CRTF or best addressed by other means, such as the conflict resolution process of the Areas involved, or by other action of administrative volunteers or employees of LLL entities. In making their decision, the CRTF may consult with the LLL Alliance Council. The chairperson of the CRTF will send the notice of complaint via postal mail to the person(s) about whom the complaint is made. The chairperson will confirm that the Complaint Form has been received by the person about whom the complaint is made within one week.
2. Complaints not within the purview of the LLL Alliance CRTF are forwarded, with the Complainant's permission, to personnel in the entity deemed appropriate to address the complaint. The CRTF's goal is to respond to the complainant with this information within three weeks.
3. For complaints within the purview of the LLL Alliance Conflict Resolution Task Force (CRTF), the CRTF assigns a designated reviewer of the complaint from

within the members of the CRTF to facilitate the conflict resolution process and to document steps taken.

4. The Chair of the Conflict Resolution Task Force (CRTF) forwards the completed Complaint Form and specific information including links to the LLLI PSR Code of Conduct to all relevant parties.
5. As promptly as possible, the Conflict Resolution Task Force (CRTF) interviews the complainant and other affected parties, while respecting the privacy and confidentiality of all. Included in the interview:
 - A. A statement of the problem;
 - B. Who is affected by the problem, and why;
 - C. Reasons why the problem occurred;
 - D. Possible resolutions for the problem;
 - E. Who needs to be involved in achieving a resolution;
 - F. Date by which the problem should be resolved;
 - G. Date to revisit and evaluate the resolution.

6. After reviewing all documentation and information received, the Conflict Resolution Task Force (CRTF) compiles a written report containing a summary of the complaint, the CRTF's findings of fact, and recommendations. The report is shared with the complainant and other affected parties to the complaint. The report will also be submitted to the LLL Alliance Director. CRTF recommendations may include:

- A specific outcome, solution, and/or course of action for affected party or parties to the complaint
- A recommendation to the LLL Alliance Council or other LLLI entity for further action.

Appeal

If the Conflict Resolution Task Force (CRTF) has not resolved the conflict, if the CRTF determines that involvement of the LLL Alliance Council is necessary, and/or if the affected parties do not accept the recommendations of the CRTF, the CRTF submits its written report and all other information about the complaint to the LLL Alliance Council for review, further resolution efforts, and, if necessary, a final determination.

Before any final decision by the LLL Alliance Council, all affected parties shall receive:

1. A copy of the Conflict Resolution Task Force's (CRTF) report
2. An opportunity to submit a request for appeal within three weeks of receiving the report. The appeal may lodge disagreement with the findings of fact and/or recommendations by the CRTF
3. Notice that if the LLL Alliance Council is unable to resolve the complaint issue with a respectful solution mutually agreeable to affected parties, the LLL Alliance Council has the authority to issue a decision about the issue in conflict.

The LLL Alliance Council or, if the Council chooses, a panel of three of its members, shall review the Complaint Form, responses of affected or accused parties, and all information and documents provided to the Conflict Resolution Task Force.

The LLL Alliance Council or panel of the Council may schedule a face-to-face meeting or live electronic hearing, inviting the complainant and other affected/accused parties to attend and present their positions.

Any LLL Alliance Council or panel of the Council shall recuse him/herself from working on any case in which he/she has a conflict of interest; a personal or financial interest that may prevent the exercise of impartial judgment, including a relationship with any parties to the conflict; in instances in which any party to the conflict is from the member's LLL Group or Area; or if the subject matter of the conflict prevents the member from being fair and impartial.

The LLL Alliance Council or panel of the Council may recommend an action necessary to resolve the conflict. The Council may also decide to revise policy to resolve the conflict.

In consultation with a Leader's Area, the LLL Alliance Council or panel of the Council may sanction or suggest revocation of accreditation in accordance with the LLLI Leader Accreditation Removal Policy after consulting with the LLLI Board of Directors. Revocation of accreditation may be determined and imposed solely by the LLLI Board of Directors.

The LLL Alliance Council or panel will inform all affected parties in writing of its findings and decision within 30 days of that decision.

Conflict Resolution Resources

The Resource Bank established by the LLL Resource Bank Workgroup is available for use by the LLLI Conflict Resolution Team and by all individuals and entities within LLL, including the LLLI Board, DCEs, Area Networks, Areas, and employees to help in conflict resolution. It is intended that the resources will be shared both to and from the LLLI Conflict Resolution Team and LLL entities. The LLLI Board may designate a Resource Bank Coordinator (RBC) to manage and maintain a resource bank for conflict resolution containing tools, model protocols, and conflict resolution informational materials including but not limited to materials developed by LLL Communications Skills Departments and materials shared by other LLL entities. The RBC is responsible for updating and revising the Resource Bank as needed.

Records

Copies of all records including Complaint Forms, Conflict Resolution Plans, letters sent via postal mail and registered mail, and emails, along with all responses will be forwarded to the LLL Alliance Executive Director upon resolution and retained for a period of seven years.

Confidentiality

Confidentiality will be maintained by all persons involved regarding all records, findings, and decisions pertaining to complaints.

La Leche League Alliance for Breastfeeding Education©

August, 2021