



Conflict Resolution Policy

LifeRing follows this process for members to voice concerns and complaints, and work constructively toward solutions to those problems in collaboration with other LifeRing members.

Despite best community efforts, concerns such as disagreements, complaints and grievances may arise. To resolve such concerns, LifeRing members should utilize the steps in this Conflict Resolution Process.

Conflict Resolution Process

Step 1: Attempt to Resolve the Issue on Your Own

Whenever possible, approach the other party directly with your concerns. Ask the other party for an uninterrupted time to explain your perspective. Stick to facts, referencing only what you have observed. Avoid communicating your presumed intentions or feelings of the other party. Allow the other party time to explain their perspective. Negotiate a resolution based on your shared objectives. If an agreement is reached, confirm that both parties understand what will happen and when.

Step 2. Ask for Help

If the problem is not resolved using Step 1, or if you feel unable or ill-equipped to approach another party directly regarding a problem, disagreement, or feedback, bring those concerns to the [Executive Director](#), [Board Member](#) or [Regional Representative](#). You may communicate your issues or concerns verbally by phone or in writing by email or by letter via postal service or by completing the [LifeRing Feedback Form](#).

Step 3. File a formal complaint

When you submit your concerns using the LifeRing Feedback Form, it is regarded as issuing a formal complaint. Your filing initiates review and

mediation by an appropriate LifeRing administrator. All complaints will be investigated in an unbiased, impartial, and timely manner.

Step 4. Review and Reporting

All complaints will be investigated in an unbiased, impartial, and timely manner. Your complaint will be considered in the context of existing policies, established procedures, and applicable legislation.

A record will be made by the person or persons reviewing your complaint. This report will detail the nature of your complaint and identify the persons involved. You and those named in your complaint will be notified of the progress in a prioritized manner.

The reviewing party will thoroughly investigate the matter. This may include consultation with other LifeRing community members.

All matters will be treated confidentially to the extent possible.

Step 5. Conclusion

At the conclusion of the formal investigation, a report will be generated, presented to and discussed with you and all parties named in your complaint. This will include the allegations brought forward in your formal complaint and the investigation's findings, conclusions, and recommendations.

If you are dissatisfied with the outcome of the conflict resolution process, you may pursue resolution by contacting the [Executive Director](#), [Board Member](#) or [Regional Representative](#). The Board of Directors' decision is final.

Disciplinary Actions

Any community member who fails to correct inappropriate behavior when advised of a violation will be subject to appropriate disciplinary action up to and including termination of association and/or engagement with LifeRing.

Disciplinary action may also be taken if your complaint is found to have been made fraudulently and with malicious intent, or brings to light any transgressions on your part.

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