

Viewpoint Tennis Club
8700 East University Drive, Mesa AZ 85207

CONFLICT RESOLUTION POLICY		Version #3	March 2023
Purpose: <ul style="list-style-type: none"> To provide for the fair and speedy resolution of any Club-related dispute between VPTC members that is not of a criminal nature. 			
Policy: <ul style="list-style-type: none"> Any member may initiate the process by contacting the Vice-President. Any other Executive Committee member may be appointed to facilitate the process if a conflict of interest exists. Any member who does not participate when requested may be held not in good standing by the Executive Committee. If a resolution cannot be reached, the Executive Committee may suspend membership. Any issue related to personal conduct may be shared with Viewpoint Resort management. 			
Form: <ul style="list-style-type: none"> The Conflict Resolution Form ("CRF") is attached. 			
PROCEDURES:			
STEP 1	Within two days of the request for Conflict Resolution, the Vice-President shall meet privately with the members involved (the "Parties") and negotiate a mutually satisfactory resolution of the dispute through courteous and respectful discussion. No minutes are recorded on the CRF except that a meeting took place. The CRF is retained by the Secretary.		
STEP 2	Failing resolution at Step 1, a second private meeting of the Parties shall take place within two days, arranged by the Vice-President, with a further attempt at resolution. Failing resolution at Step 2, the Vice-President records the issue(s) and position(s) of each Party on the CRF. Each Party approves the wording of the CRF. A copy of the CRF is given to each Party, with the original going to the Executive Committee.		
STEP 3	Within a week of the Executive Committee receiving the CRF, the Committee arranges and conducts a third meeting between the Committee and the Parties. The CRF is reviewed. Each Party states his or her case to the Executive Committee and may call such further evidence, including witnesses, documents and so on as the Executive Committee deems helpful and appropriate. The Secretary records a summary of all the evidence. The Executive Committee retires to consider the evidence, and gives its decision at that meeting. The decision may include a period of suspension.		
STEP 4	Within two days of the decision, any Party may provide written notice of appeal by personal delivery of such notice to the Vice-President. The appeal is determined by the Board of Directors		

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	within a week of receipt of the notice of appeal. In deciding on the appeal, the Board receives the CRF, the summary of the evidence and the decision. No further evidence is heard. The Board meets <i>in camera</i> , except that any of the Parties may attend but make no submissions. Each member of the Board has one vote, except that any member of the Board who is a Party to the conflict may not vote. The Board may uphold or reverse the decision of the Executive Committee or substitute a decision of its own. The decision of the Board is final.
STEP 5	The Executive Committee may choose to inform Viewpoint Resort management of any conflict related to personal conduct.

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<ul style="list-style-type: none"> The purpose of this form is to standardize the formal conflict resolution process for all VPTC members. The Vice-President must inform any VPTC member of the entire conflict resolution process before commencement of any meeting. Copies of this form are to be retained as outlined in the Conflict Resolution Policy. 		
Step 1	Date:	Time:
Step 2	Date:	Time:
Issues discussed: <ul style="list-style-type: none"> 		
Summary of discussion:		
	Step 1	Step 2
Signature of EC member		
Signature of member		
Signature of member		