

Conflict Resolution Committee Mandate Document

1. Title

Servas International - Conflict Resolution Committee (CRC)

2. Purpose

The purpose of this committee is to engage Servas Member Groups and resolve conflicts when the member groups are in dispute with each other or with Si Exco. This committee also provides advice to member groups and to Si Exco when any conflicts arise.

3. Scope and Responsibilities

When there is a conflict that is referred to this committee, it will gather information, review Servas International policies and procedures and - after discussion with all parties involved - reach a conclusion aimed at the most peaceful resolution possible.

The committee is responsible for addressing conflicts between Servas members who belong to different Servas member groups, between Servas member groups and SI Teams and Committees. It is clarified that a conflict between two members within a Servas member group would normally be addressed by the Conflict Resolution Team or Committee of that member group. However, if those conflicts are referred, they may be addressed by this committee.

This committee provides guidance to Servas members and advises the SI Exco on conflict related matters. When appropriate, the committee may engage directly with the parties involved to facilitate conflict resolution within the organisation.

The conclusions of this committee are binding on all Servas members. The committee is directly accountable to the General Assembly and will inform SI Exco of its decisions for information purposes and to seek support for their implementation.

4. Authority

The CRC derives its authority from the Servas International General Assembly and operates under the oversight of the Servas International executive committee (EXCO) in accordance with the framework for Ethical Code of Servas members. It has the mandate to:

- Receive and review complaints, conflicts, or grievances submitted by individuals or national groups.
- Facilitate dialogue and mediation processes.
- Recommend restorative actions or resolutions.
- Make formal determinations when necessary, within the framework of Servas rules and values.
- Report on cases and outcomes, respecting confidentiality and transparency.

The CRC has jurisdiction over conflicts that:

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- Involve more than one Servas (national) member group.
- Relate to international procedures, conduct or policies.
- Cannot be resolved at the national level.

5. Membership

- This committee will have 5 members who are elected at the general assembly. One member will serve as the Convener, either the most senior member or someone elected internally by the Committee members.
- The term length is 3 years and they will hold office till the next general assembly.
- Committee members should demonstrate adequate conflict resolution experience. Other skills include:
 - Exceptional listening skills and negotiation skills
 - Organisational skills - time management
 - Professionalism including confidentiality, conflict of interest awareness, neutrality.
- Committee members should not hold conflicting positions in national or international Servas governance during their term.

6. Meeting Procedures

- Frequency of meetings: as needed
- Quorum requirements: three (3)
- Decision-making process: seek consensus as a priority, if not achievable, proceed to voting for a majority decision.

7. Funding

There are no funding requirements, as the committee does not have expenses directly associated with it. If any funds are necessary, the committee will request funds with approval of SI Exco.

8. Reporting

Conflict Resolution Reports will be filed with SI Exco for information and implementation. All the reports will be maintained confidentially. The committee is accountable directly to the General Assembly.

9. Review and Amendments

This document will be reviewed and amended periodically, as necessary, with input from the SI-Conflict Resolution Committee itself. Any changes will be presented to SI-Exco for approval at one of their meetings.