



Association for Challenge Course Technology CONFLICT RESOLUTION PROCEDURES

ACCT Guidelines for Resolving Conflict

Many conflicts or disagreements can be resolved without initiating a formal grievance procedure. However, if you or your organization believes that a person or an organization has not followed accepted ethical practices, please follow these procedures:

- Find out the details. Many issues involve communication through multiple parties, and initial information may be incomplete or inaccurate.
- Initiate direct communication with the individual or organization you have an issue.
- As you accumulate additional information, you may readjust your viewpoint.
- Discussing the issues with a neutral party may be helpful to gain an unbiased perspective and decide upon an appropriate course of action.
- It is important to maintain confidentiality throughout this process. Involve as few people as possible and maintain respect for all parties involved.

Many potential problems can be resolved with clear and honest communication. However, in some cases, additional steps may be necessary. The grievance process established by ACCT is designed to help individuals and organizations that have not been able to resolve a conflict independently. The first step in filing a formal grievance is to fill out the ACCT Grievance Form. For additional information, contact the ACCT Executive Director or a member of the ACCT Ethics Committee.

To submit the form

Before an investigation can be established or a response can be given to your grievance inquiry, the attached form must be on file with the Executive Director or Chair of the Compliance Committee.

To submit the form by email:

SAVE the document using the file naming protocol
ACCT Grievance Form (*Party Name YYYY-MM-DD*).docx

Executive Director:

ed@acctinfo.org

Compliance Committee Chair:

compliance@acctinfo.org

To submit the form by mail:

Association for Challenge Course Technology
Attn: ACCT Executive Director, Confidential
P.O. Box 19797
Boulder, CO 80308



Association for Challenge Course Technology CONFLICT/GRIEVANCE RESOLUTION FORM

This form will serve to report a conflict or grievance with another individual/organization, which the parties involved were not able to resolve without assistance.

The Conflict or Grievance is filed by:	The Conflict or Grievance is with:
Name:	Name:
Organization:	Organization:
Email Address:	Email Address:
Phone:	Phone:
Date:	

What is the nature of the conflict or grievance?

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What steps have been taken to date to try to resolve the conflict? *Please include any pertinent information, such as timelines. Examples include phoning the other party, sending an email or written correspondence, etc.*

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What outcome is desired for the resolution of this grievance?

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Is there a specific time frame desired for this outcome, and if so, what is it?

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For Office Use Only

The ACCT Compliance Committee has reviewed your request and issue the following response:

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Date Received:	Date Reviewed:	Date Response Sent:	Name of Respondent:
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