



## CONFLICT RESOLUTION SOG

### SCOPE

This guideline shall apply to all agreements entered into by the Stoney Point Fire Department.

### PURPOSE

The purpose of this guideline is to identify the framework by which an amicable resolution can be reached by Stoney Point Fire Department and those agencies that contract and respond with when issues or conflicts arise.

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### DEFINITIONS

**SHALL** - Indicates a mandatory requirement.

**STANDARD OPERATING GUIDELINES (SOG)** - Documents that help establish how an organization will operate and how its members are expected to carry out specific duties outlined in general terms.

**CONFLICT** - Any particular item or items that are not agreeable to any party involved in a contract or agreement.

### GUIDELINE

Any unresolved disputes between Stoney Point Fire Department and any contractor will be submitted in writing to each party.



Conflicts with outside agencies shall be the sole responsibility of the Fire Chief or his designee to handle and in accordance with any directives given by the Board of Directors.

All communications with the impacted agencies which the conflict rests with shall be asked to appoint a designee to help resolve the conflict. No other persons from either agency should speak about the substance or direction of any discussions.

If an agreement cannot be reached through negotiations with the designees of both organizations a neutral party that both agencies can agree on shall be contacted and asked to help resolve the conflict.

It is imperative that all parties agree to participate in the conflict mediation in good faith prior to exercising any legal rights during the initial stages of conflict resolution.

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