

ORE Member Ethics Policy and Grievance Procedure

The Onion River Exchange (ORE) is dedicated to promoting and building enduring and peaceful connections within its organization and within the community it serves. It is ORE's intent to reflect this within its membership, its own operation, and its Board and committee structure. ORE also recognizes that within any organization it is possible for conflict to arise among members; therefore, this policy also sets forth a process for dealing with any such conflict or grievance that may arise.

ORE Ethics Policy

All members that sign up with ORE are expected to adhere to and abide by the following principles in conducting themselves with one another and in all actions representing ORE:

- respect
- safety
- peaceful coexistence
- cooperation
- listening
- equitable sharing of ideas

ORE Membership Conflict Policy

What to do if something goes wrong in an exchange.

First, this should be very rare if the guidelines for making exchanges are followed and the ethics policy is adhered to. Communicating expectations with your exchange partner up front and reaching agreements prior to the exchange will minimize conflict. However, in the rare occurrences where conflict may arise, members are expected to adhere to the following procedure:

- 1. Communicate directly but kindly, without assumptions about motive**
If you are dissatisfied with the outcome of a service, ask questions! Work together to come up with possible solutions. Listen to each other and to the other side with an open mind.
- 2. If you cannot resolve a disagreement or have a conflict with the person involved in the exchange, report it to the coordinator.**
- 3. The coordinator will then contact both parties to gather information.**

4. Using his or her best judgment and common sense the coordinator will then make the determination to either:
- a) resolve the conflict him or herself
 - b) suggest that the members try one more time to resolve the conflict
 - c) call the parties together with the coordinator to mediate the conflict
 - d) call the parties together with a mediator to mediate the conflict
 - e) report the conflict to the ORE Board to resolve the conflict

5. The coordinator will then report the decision back to both members involved in the conflict.

Note: It is important to keep track on line of the expectations and agreements made for each exchange. That way, should a conflict arise, you can check back to what was stated.

Please contact the Coordinator if you have any questions about this policy or procedure.