

P-PATCH COMMUNITY GARDENING PROGRAM

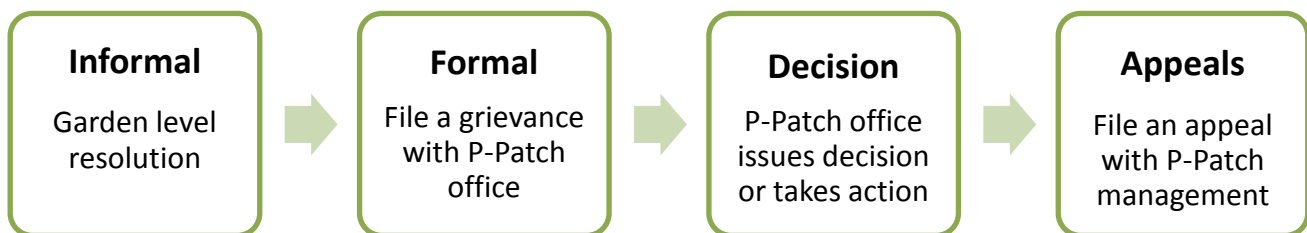
CONFLICT RESOLUTION

Conflict resolution is a way for two or more parties to find a peaceful solution to a disagreement. At the P-Patch Community Gardening Program, our goal is to handle conflicts respectfully and justly. Appropriately handling conflicts is an important part of building community in our gardens.

By engaging in this process, you agree to these specific objectives of conflict resolution:

- To work toward a solution that all parties can agree to.
- To work efficiently to find this solution.
- To act respectfully and to improve, not hurt, the relationship between the groups in conflict.

Below is a diagram that details the steps in the P-Patch Conflict Resolution Process:



Informal Conflict Resolution in P-Patch Community Gardens

First, consider if your conflict falls under the guidelines established in the [P-Patch Code of Conduct](#) or the [P-Patch Participation Rules](#). You should attempt to directly work out issues with the other party using the steps below. A garden site leader may be used as a third-party mediator in this process.

1. Effective conflict resolution begins with clearly stating the facts and information involved. To understand the nature of the conflict, including both sides' interests, ask each involved party:
 - What is the source of the conflict?
 - What do you hope to achieve through conflict resolution?
 - What additional support or resources may be needed to achieve a resolution?
2. Brainstorm for possible resolutions and select the best option.
 - Work on coming up with as many ideas as possible.
 - Look for compromises in which both parties can agree.

If this process proves unsuccessful, consider utilizing the P-Patch Program's formal conflict resolution process described on the following page. This should also be used if your conflict is with your garden's volunteer leadership or City P-Patch staff.



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Seattle Department of Neighborhoods

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Formal Conflict Resolution in P-Patch Community Gardens

Formal conflict resolution is available if you believe a violation of the P-Patch Code of Conduct or the P-Patch Participation Rules has occurred. To initiate formal conflict resolution, you need to submit a completed Grievance Form (available on the P-Patch website) to the P-Patch staff member assigned to your garden. The Program Supervisor will acknowledge the receipt of your grievance within two (2) business days.

Over the next ten (10) business days, the Supervisor will review grievance documentation, contact involved individuals for more information, and make a decision regarding the conflict. This decision will be based on the P-Patch Code of Conduct and P-Patch Participation Rules. It will be delivered by written communication to all involved parties.

If your conflict is with the Supervisor, you can submit your Grievance Form to the Division Director of Seattle Department of Neighborhoods. The same process above will apply.

Decision Options

If the P-Patch office finds that an individual is violation of the Code of Conduct or the P-Patch Participation Rules, the following steps will take place:

- **First Warning** – A written warning will be issued to the violating individual with an immediate request to cease the behavior or action described.
- **Second Warning** – Upon receipt of a second grievance describing a new violation by the individual, the P-Patch office will set up a meeting with the violating gardener to issue a second warning. A written communication will be provided to the individual at that meeting discussing potential actions that may result from failure to cease offending behaviors.
- **Enforcement** – Per the Code of Conduct or P-Patch Participation Rules, the P-Patch Program will act to remove the violating individual from the program or limit their participation.

The program reserves the right to accelerate this process at any time based on the severity of the grievance involved.

Appeals Process

By engaging in the formal conflict resolution process, you have the right to an appeal. You may ask management to reconsider a Supervisor's decision within two weeks. To do so, complete an updated Grievance Form and submit to the appropriate Division Director of Seattle Department of Neighborhoods. Management will review written documents and make a decision within ten (10) business days of receipt. This will be considered the final decision of the P-Patch Program.



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