

DEFINITIONS: Per CH-01.

OVERVIEW: In any free-thinking organization, not everyone will agree about everything, and some of those disagreements may be impossible to ignore. This document provides a framework to resolve conflicts, so that normal guild functions may resume.

SCOPE: In order for the guild to respond to a grievance, the following conditions must be met:

- **Relevant to the Charter:** The Guild has no interest in resolving disagreements that are irrelevant to the charter or based on individual notions of “right” vs “wrong”. If it is not in the charter, then it has no impact on the rest of us and is none of our business! The only actionable grievances are those of Community Members failing to meet their applicable charter requirements. Any {Member} who believes that the charter could be improved should follow the process outlined in CH-10 to change its design.
- **Contains Corrective Action:** The Guild cannot allow community members to be impugned over disputes with no plan for a solution. Any grievance brought against another community member must contain terms by which satisfaction could be achieved. These terms must be debated as part of the settlement. It is more likely that consensus will be achieved if the proposed discipline is milder or more constructive.

In summary, anyone who wishes for the Guild to become involved in a grievance must prove 1) violation of the spirit of the charter and 2) that the proposed corrective actions are justified.

REASONABLE ACCOMMODATION: When attempting to resolve a conflict or solicit mediation, the guild considers “reasonable accommodation” to satisfy all of the following conditions:

- Voice conversation
- Fifteen Minutes Minimum
- Occurs Within One Week of Request

If one of both parties in disagreement offer better than the above listed points, it will reflect favorably if the dispute becomes higher visibility.

RESOLUTION THRESHOLD: The following percentages apply to any voted conflict resolutions, based on participants, and not potential voters:

- A minimum of 80% support is required to force corrective action without appeal opportunity.
- A minimum of 60% support is required to force corrective action with appeal opportunity.

CONFIDENTIALITY: The Guild wishes to avoid any unnecessary embarrassment among community members. Disputes should not be discussed, except on a need-to-know basis per the Resolution Process.

CHARTER CHANGE PROCESS: It is expected that any notes or materials accumulated during conflict resolution may later be used to substantiate a Charter Change per CH-10, if the mediators believe that a more clearly worded charter could have prevented the disagreement. The possibility of charter revision, to more closely align its spirit and letter, should be considered when preparing notes or arguments for guild disputes.

Bill of Materials:		Alchemy AOE	CH-11	Revision
CH-01	Definitions			---
CH-09	Guild Leadership			
CH-10	Change Process			
		Conflict Resolution		
		----- Document Approvals -----		Date:
		Prepared:	TechChariot#4776	YYYY/MM/DD
		Checked:	x	YYYY/MM/DD
		Approved:	x	YYYY/MM/DD
		Approved:	x	YYYY/MM/DD
		Used In:	CH-02	
		Change Authority: Members		Page 1 of 2

CH-11	Conflict Resolution	Original Issue
-------	---------------------	----------------

BURDEN-OF-PROOF: Moderation decisions made by {Officer}s and Membership Decisions made by the Alchemy Council, both per CH-09, stand unless overturned by the processes described in this document.

RESOLUTION PROCESS: The following stages to conflict resolution must be followed in order unless they instruct otherwise.

- i) **One-on-One:** Any Community Member with a grievance against another Community Member shall first attempt to resolve the disagreement privately, leaving the Guild out of it. Mediation may only proceed to step ii) if one of the following conditions are true:
 - At least one party fails to make Reasonable Accommodation.
 - Reasonable Accommodation was made, but at least one party was left unsatisfied after the discussion.
- ii) **{Officer} Involvement:** Anyone unsatisfied after i) may reach out to an {Officer} with proof of attempted reconciliation. If the {Officer} cannot make Reasonable Accommodation, or the dispute would be a Conflict of Interest per CH-09, then he/she may ask another {Officer} to arbitrate. If a compromise cannot be reached then the {Officer} will promote the dispute to step iii). A lone {Officer} cannot dictate corrective action.
- iii) **Alchemy Council Involvement:** The {Officer} from ii) convenes the Alchemy Council. Since more people are involved, this step is more time-consuming. A private, verbal conversation lasting at least 30 minutes must be scheduled within three weeks. During this conference, the Alchemy Council hears arguments for and against the grievance from all parties, with notes taken to reflect both sides of the debate. If compromise is not possible, then the Council votes on whether or not to sustain the grievance. Any {Officer}s satisfying at least one of the following conditions must abstain from voting:
 - A financial conflict of interest exists per CH-09.
 - The grievance is against the {Officer}.
 If no {Officer}s remain eligible to vote, then this step is skipped. The losing party is expected to abide by the result of the vote, unless appeal is allowed based on the vote margin.
- iv) **General Membership Involvement:** If an appeal of the Council's resolution is allowed, then the losing party should consider the risks of elevating the dispute's visibility to the general membership. If an appeal is desired, then the Alchemy Council must be informed within two days, and an {Officer} will post the notes from iii) in a separate thread of the #courthouse channel within two days of receiving the appeal. The notes:
 - Are a full account of the conversation, discussing the reasons for and against the grievance and proposed corrective action.
 - Fully redact the identities of all parties involved.
 Any member may contribute to the discussion, adding additional ideas as they see fit, as long as their commentary satisfies the above bullet points. Discussion period, with disabled reactions, lasts two weeks, after which the thread is closed to additional posts and reaction voting is enabled. Voting ends when one of the following three conditions is satisfied:
 - The threshold is guaranteed based on voting of total members.
 - The threshold is impossible to reach based on voting of total members.
 - Two weeks have passed.

Regardless of threshold, resolutions from iv) cannot be appealed because there is no higher authority to judge than the general membership, and the losing party is expected to abide by the result.

Revision	Description	Change Document	Date
Original Issue	-----	-----	YYYY/MM/DD

