

G. conflict situations

INFOSHEET

H-S

how to use this form?

This form is about a conflict situation or disagreement between the volunteer and a representative from the hosting or coordinating organization or a local partner. The idea is that you describe all the activities that your organisation executes in case a conflict arises. You are asked not only to describe your activities, but also to attach all relevant documents that you use as part of your procedures. Think for instance of a conflict analysis form.

Please describe 1. the different steps that you undertake to solve the situation, but also 2. what you do to avoid conflicts from happening. 3. Besides, explain who is involved, what the aim of the step is and what will be the next step when the prior step did not lead to a satisfying result. 4. Are there situations when you will need to end the project? What will these situations be and who will decide on the termination of the project for the volunteer?

how?

what?

who?

when?