

GSNETX Escalation Process

1. A conflict or a cause for a complaint occurs.

Per GSNETX Volunteer Policies and Procedures: The most effective way of resolving complaints and concerns is usually by calm, open discussion between the persons involved by telephone or in person. For this reason, prior to any kind of escalation, the involved parties are encouraged to try to resolve the matter informally among themselves. E-mail exchanges are generally not conducive to a prompt and efficient resolution and, therefore, should be avoided. Below you will find a list of potential scenarios and steps to follow before escalating a conflict or concern:

- A. **Girls in a Troop:** Has the troop leader addressed this situation? Has the troop leader worked with the girls, parents and other troop volunteers to resolve this matter? If it cannot be resolved at the troop level, has the service unit manager been asked to assist as a mediator for the troop?
 - B. **Adults Within a Troop:** Has the troop leader addressed the situation? Has the troop leader mediated with the parties involved? If it cannot be resolved at the troop level, has the service unit manager been asked to assist as a mediator for the troop?
 - C. **Volunteers:** Has the troop leader/ SU team member/ volunteer worked to address the situation? If it cannot be resolved between the volunteers, has the service unit manager been asked to assist as a mediator for the troop?
2. If all steps have been taken to resolve the situation informally but the matter has not been resolved, then the appropriate GSNETX staff member should be informed. The GSNETX staff member will then provide the GSNETX Escalation Form to the interested party for completion.
 3. Once the form has been completed and returned to the appropriate GSNETX staff member, we will begin the information gathering process. This process can include: phone calls, emails, and/or in person meetings with all parties involved. **Please note that this information gathering can take a minimum of 10 business days.**
 4. Once all information has been gathered, GSNETX staff will provide a resolution to all affected parties.

GSNETX expectations are that attempts be made to resolve the situation on a troop, volunteer, service unit, or other local level, prior to escalation. If no attempts have been made, we reserve the right to not proceed with the escalation process.

GSNETX Escalation Form

Please note that any and all information provided will be used to help resolve this matter.

Your Contact Information:

Name:		Date:	
Email:		Phone:	
SU#:		Troop#:	
Service Unit Manager's Name:			
Service Unit Manager's Email:			
Service Unit Manager's Phone:			

- 1) Does this matter involve the safety of a girl? Yes No
- 2) Which category does this fall into? Please check all that apply.

- Volunteers
- Adults Within a Troop
- Girls in a Troop
- Financial Concerns
- Other

Have you reviewed the sections of our GSNETX Volunteer Policies & Procedures (www.gsnetx.org/volunteerpolicies) that apply to this situation? Yes No

Timeline of Events & Conflict Assessment:

To help us understand the situation and know how to best help you, please take the time to fully answer the questions below.

1.	What GSNETX Volunteer Policy or Procedure was not adhered to, which resulted in this conflict?	
2.	How many people are involved in this situation? What are their names & roles?	

3.	What situation is at the center of this disagreement or dispute? Please provide a brief description of the conflict from your perspective.	
4.	When did it first begin? How has it further escalated?	
5.	What efforts have been made to settle this conflict? Have any conversations or meetings taken place?	
6.	Why hasn't this matter been resolved on a local level?	
7.	What would be the consequences if this matter is not resolved?	
8.	What would help settle this conflict today?	
9.	What would your desired outcome be?	