**DISPUTE RESOLUTION PROCEDURE**

The following procedure applies where a dispute arises in relation to the Rules of Incorporation for Cittaslow Goolwa Inc or the Members’ Code of Conduct, between either or both:

* a member and another member
* a member and the Association which shall include the Management Committee.

1. The parties to the dispute should agree to meet and discuss the matter in dispute and, if possible, resolve the dispute within 14 days after the dispute comes to the attention of all of the parties.
2. If the parties fail to meet or are unable to resolve the dispute at the meeting to the satisfaction of all parties, one or more of the parties may request a further meeting to discuss the dispute before an independent third person who is agreed to by the parties and the Management Committee (regardless of whether the Management Committee is one of the parties).

The role of this third person is to mediate discussion and to facilitate constructive communication in order to enable the parties to reach a resolution.

1. If the dispute cannot be resolved with the involvement of the third person, the Management Committee may make a determination on the dispute. At this stage the procedure set out in section 7 of the Rules of Association may be applied if necessary.