

**SERVAS INTERNATIONAL
CONFLICT RESOLUTION COMMITTEE
TERMS OF REFERENCE**

Term of Office

The length of time between Servas International Conferences (e.g. 3 years)

Members

There are three committee members who are Servas members. They are elected by the General Assembly.

Purpose

The committee will hear complaints and try to resolve these conflicts using agreed upon procedures (see below). The aim is to resolve conflicts in a timely, peaceful and confidential manner. The group will also offer confidential advice on handling conflicts, in case the complainant does not feel ready to file a formal complaint.

Responsibility

The committee will confidentially hear complaints from EXCO, area coordinators, national secretaries and national groups (boards), and international committee members. Individual members (hosts and travelers) will use the processes available in their country. If there is documented proof that this process has been unsuccessful, then the committee will consider intervention.

Authority

The committee will gather information, review Servas International policies and procedures and, after discussion with all parties, it will reach a conclusion for the most peaceful resolution. The conclusions are binding on all Servas members. The committee is directly accountable to the General Assembly. It will inform EXCO of its decisions.

Procedures

Acknowledging Complaint

- Complaint must be in writing – form is available
- Complaint is distributed to all members of the committee
- Reply is sent to the complainant to acknowledge receipt of complaint

Investigation

- Complainant is asked for further information, documentation and what outcome they hope for
- Person/group being complained about is informed of the complaint and is asked to respond to questions and to offer their views

Resolution

- Whenever possible, resolution will be decided by all parties
- The committee will use peaceful means to resolve conflicts

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