

POLICY of ANDERSON ISLAND HISTORICAL SOCIETY

CONFLICT RESOLUTION and REPORTING PROCEDURE

This policy establishes a clear process for addressing interpersonal conflicts involving volunteers, staff, and/or board members. Covered concerns include interpersonal conflict, confrontations, safety concerns, harassment, discrimination, intimidation, threatening behavior, retaliation, and alleged violations of AIHS policies.

Purpose

To ensure conflicts are addressed promptly, respectfully, and in a manner that protects the organization and all individuals involved. This procedure is intended to promote early resolution when appropriate while preserving AIHS's ability to take immediate action when safety, legal compliance, fiduciary duty, organizational integrity, or protection of persons or property requires it.

Scope

This policy applies to conduct during AIHS programs, meetings, events, volunteer activities, contracted work, communications about AIHS business, and use of AIHS property, records, equipment, spaces, or resources. This policy may also be used for concerns involving members, visitors, donors, vendors, guests, or other third parties when the conduct affects AIHS activities, facilities, personnel, volunteers, or operations, and specifically applies to:

Volunteers
Employees of AIHS
Independent Contractors under contract to AIHS
AIHS Board members

Principles

- Conflicts should be addressed as quickly after the incident as possible. Reports should be made as soon as practicable after the incident; delay alone does not prevent review when sufficient information remains available.
- All parties deserve to be heard respectfully. A person whose conduct is at issue should be informed of the substance of the concern and given a reasonable opportunity to respond before final corrective action is imposed, unless delay would create an immediate safety risk, compromise the review, or threaten AIHS property, records, confidentiality, or operations.
- Retaliation for reporting a conflict is prohibited. Retaliation includes intimidation, threats, exclusion, adverse scheduling or assignments, disparagement, coercion, or any other adverse action because a person made a report, participated in a review, served as a witness, or supported another person's report.

- Confidentiality will be maintained to the extent reasonably possible. Information may be shared with persons who need to know to receive, review, investigate, respond to, or resolve the concern; obtain professional advice; comply with law; protect safety; or protect AIHS property, records, confidentiality, or operations.

Resolution Process

1. Direct Conversation (when appropriate)

Individuals are encouraged to resolve minor misunderstandings directly and respectfully.

Direct conversation is not expected when the concern involves harassment, discrimination, retaliation, threats, safety risks, a significant power imbalance, repeated conduct, or when the reporting person is uncomfortable addressing the matter directly.

2. Report to Supervisor or President If direct resolution is not appropriate or unsuccessful, the concern should be reported using the formal reporting procedure (see below).

3. Fact-Finding

The President or designated board member will gather written statements from involved parties and witnesses. The person conducting fact-finding should be impartial and should not be a party to the conflict, a witness to the disputed conduct, or otherwise unable to review the matter fairly. If the President is involved in the concern, has a conflict of interest, or is unavailable, a disinterested Board officer or Board-designated reviewer should conduct or coordinate the review. Fact-finding may also include reviewing relevant records, communications, schedules, photographs, video, incident reports, safety information, and other information reasonably related to the concern.

4. Board Review (if necessary)

For serious incidents, the Board will review the matter in executive session. Serious incidents include allegations of harassment, discrimination, retaliation, threats, safety violations, misuse of organizational resources, legal or policy violations, repeated misconduct, or any matter that could result in suspension, termination, removal, or material restriction of duties or participation. Board review should be conducted consistently with AIHS bylaws, applicable governance requirements, and the confidentiality provisions of this policy.

Any board member involved in the conflict must recuse themselves. Recusal requires nonparticipation in discussion, deliberation, decision-making, voting, and access to confidential review materials, except as necessary to provide information as a party or witness.

5. Corrective Action or Resolution

The Board may issue coaching, warnings, training requirements, or other actions as appropriate. Corrective action should be reasonably related to the nature and seriousness of the concern, prior history, risk to persons or AIHS, the person's role, and the response of the involved parties. Corrective action may include mediation, written expectations,

additional supervision, reassignment, limits on participation, suspension, termination of employment or contract, removal from volunteer service, request for resignation, or other action authorized by AIHS bylaws and policies.

6. Follow-Up

The President or Board will check in with involved parties to ensure the issue is resolved. Follow-up should include whether agreed actions have been completed and whether additional concerns, retaliation, or ongoing safety issues have arisen.

Formal Reporting Procedure

This procedure ensures that concerns, conflicts, and incidents are reported and addressed consistently. Reports may be submitted by the person directly affected, by a witness, by a supervisor, by a Board member, or by any person who has a good-faith concern involving AIHS activities, personnel, volunteers, facilities, or operations.

What Should Be Reported

- Conflicts or confrontations
- Safety concerns or hazards
- Harassment, discrimination, or threatening behavior. Nothing in this procedure prevents any person from contacting emergency services or law enforcement when there is an immediate threat of harm, suspected criminal conduct, or another emergency.
- Violations of the Volunteer Code of Conduct (Policy 2026-29) or Board Member and Staff Code of Conduct (Policy 2026-27). Reports should be made regardless of whether the conduct occurs in person, by telephone, in writing, electronically, online, or during social media communications related to AIHS business.

How to Report

1. Submit a Report

Reports may be made verbally or in writing to:

- The President
- Any board officer. If the President is involved in the concern, has a conflict of interest, or is unavailable, the report should be made to another Board officer or a disinterested Board member.

A verbal report is sufficient to trigger review; however, the reporting party may be asked to provide or confirm details in writing.

2. Written Statement

The reporting party will be asked to provide a written account including:

- Date, time, and location
- Individuals involved
- Description of what occurred
- Names of witnesses (if any). The absence of a written statement will not prevent AIHS from reviewing or acting on a concern when sufficient information is otherwise available. Reporting parties and witnesses should preserve relevant communications, documents, photographs, or other information related to the concern.

3. Acknowledgment

The President or designated board member will acknowledge receipt as soon as possible. When practicable, acknowledgment should occur within five business days of receipt and should identify the person responsible for review and any immediate steps needed to protect safety, preserve information, or address confidentiality.

4. Review and Action

The Board or President will review the report, gather additional statements, and determine appropriate action. Findings should be based on whether the available information shows that it is more likely than not that the alleged conduct occurred. The review should be documented in writing, including the concern, information considered, persons contacted, findings, action taken, and date of closure.

5. Confidentiality

Reports will be handled confidentially: Information will be shared only with board members or those who need to know. Reports will be handled as confidentially as reasonably possible, and information will be shared only with Board members, reviewers, advisors, or other persons who need to know to review the concern, respond appropriately, comply with law, protect safety, or protect AIHS property, records, confidentiality, or operations.

6. Protection from Retaliation.

Retaliation against anyone who reports a concern is strictly prohibited. Concerns about retaliation should be reported immediately and will be reviewed as separate potential violations of this policy. Persons who knowingly submit false information or act in bad faith may be subject to corrective action. Records of reports, reviews, findings, and resolutions should be maintained securely and accessed only by persons authorized by the Board or required by law.

Adopted by the Board of Directors of AIHS Date: 9/9/2026

Robert Bedoll, President