



Guidelines for the Resolution of Disputes Between Members

Where members are unable to resolve issues between themselves, the NZOA Executive exists to assist. Experience has shown that early contact facilitates resolution. The following steps are recommended.

1. Do not take any precipitative action that might worsen the dispute.
2. Contact the NZOA President, Chief Executive or any member of the Executive and get them to guide you in putting your concern in writing.
3. The Executive member will share your letter with the President and together they will decide a strategy to try and resolve the dispute.
4. It is critical for members to understand that resolution will involve:
 - Gathering the details of the dispute from all parties, which is best done in writing.
 - Meeting with each party and sharing the perceptions of the other party with them. This may occur on more than one occasion.
 - Making a judgement and recommendation to each party as to how they should proceed.
 - Rarely, deciding on disciplinary action as detailed in the Constitution of the NZOA.