

## Conflict Resolution Policy and Procedure for “Troy Mansfield Civil Celebrant”

### Introduction

This policy outlines the steps for resolving conflicts between a Civil Celebrant and a client in a timely, respectful, and culturally sensitive manner. It prioritises open communication, collaborative problem-solving, and upholding the celebrant's professional standards while recognising the unique needs and backgrounds of clients.

### Principles

- **Client Focus:** Troy Mansfield, the celebrant, is committed to ensuring a positive and memorable wedding experience for all clients. This includes resolving conflicts in a way that prioritises their satisfaction while meeting professional obligations.
- **Diversity and Inclusion:** This policy acknowledges the importance of cultural sensitivities, communication styles, and diverse family structures. Troy Mansfield, the celebrant, will approach conflict resolution with empathy and flexibility.
- **Fairness and Respect:** All communication will be respectful, professional, and objective. Both parties will have the opportunity to express their concerns and be heard.

### Stages of Conflict Resolution

1. **Informal Discussion:** This is the preferred first step. Troy Mansfield, the celebrant, will arrange a meeting (in-person, phone, or video call) to openly discuss the nature of the conflict. Active listening and clear communication are crucial. Troy Mansfield, the celebrant, will explore solutions that accommodate the client's wishes while adhering to legal and professional guidelines.
2. **Mediation:** If an informal discussion doesn't yield a resolution, Troy Mansfield, the celebrant, may propose mediation with a neutral third party. This mediator, ideally experienced in wedding disputes or cross-cultural communication, can facilitate a productive dialogue and guide both parties towards a mutually agreeable solution. The chosen mediator should reflect the diversity of the clients involved whenever possible.
3. **Termination of Services:** As a last resort, if all attempts at resolution fail, Troy Mansfield, the celebrant, may be forced to terminate services. This will be communicated clearly and in writing, with reasonable notice provided to allow the couple time to find a replacement celebrant. The document will explain the reasons for termination while maintaining client confidentiality.

## Diversity Considerations

- **Cultural Sensitivity:** Troy Mansfield, the celebrant, will acknowledge and respect cultural sensitivities throughout the conflict resolution process. This may involve using interpreters, adapting communication styles for various cultures, or seeking advice from colleagues or organisations familiar with the specific cultural concerns.
- **Language Barriers:** If language poses a challenge, Troy Mansfield, the celebrant, will explore the options of professional interpreters, involving bilingual family members, or utilising written communication forms in the client's preferred language.
- **Communication Styles:** Troy Mansfield, the celebrant, will be mindful of different communication styles and adjust their approach accordingly. This may involve incorporating visual aids, providing written summaries of agreements, or allowing for longer discussion times to ensure client understanding.
- **Disability Considerations:** Troy Mansfield, the celebrant, will make reasonable adjustments to accommodate clients with disabilities. This may include sign language interpretation, providing materials in braille or large print, or offering alternative communication methods.

## Documentation

- A record of all communication and steps taken to resolve the conflict will be maintained in a confidential manner. This documentation should only include information of fact and will not be shared with anyone outside the celebrant's office without the client's written consent.
- This documentation is for internal record-keeping purposes only.

## Review and Training

This policy will be reviewed and updated periodically to ensure its effectiveness. Troy Mansfield, the celebrant, will continue professional development by attending workshops or courses on conflict resolution, cultural sensitivity, inclusive communication, and disability awareness.

## Conclusion

By prioritising open communication, empathy, and respect for diversity, this policy aims to resolve conflicts fairly and efficiently. This fosters positive client relationships and ensures a successful wedding experience for all involved.

