

CHAPTER H

PROBLEM - DISPUTE RESOLUTION POLICY

PROBLEM/DISPUTE RESOLUTION PROCEDURE

From time to time, problems and/or disputes arise within Ontario Crime Stoppers programmes which detract from the professionalism that Crime Stopper personal wish to espouse. In order to deal with issues of concern, the following procedures are to be utilized as a problem/dispute resolution process.

From previous experience, the most common issues identified occur at the following service levels.

	<u>Types of Issues</u>
(a) Co-ordinator	- Conflict of Interest
	- Lack of Service
	- Personality conflict with Board member(s)
	- Excessive influence on local Board
	- Legal Issues
(b) Local Chair and/or Board Member	- Conflict of Interest
	- Lack of Service
	- Personality Conflicts
	- Excessive Influence
	- Legal Issues
(c) Financial	- Allegations of financial impropriety or mismanagement
(d) Local Board procedural irregularities	- Not following C.S.I. or O.A.C.S. Bylaws
	- Not holding annual elections
(e) Territorial disputes	
(f) Proposals for the establishment of new Programmes or severance within existing programmes.	

CONFLICT OF INTEREST

In order to maintain the public trust and confidence necessary for the effective functioning of Crime Stoppers, no conflict should exist between private interest and official duties of persons affiliated with Crime Stoppers programmes in Ontario.

It is the responsibility of all persons affiliated with Crime Stoppers to avoid situations in which they may actually or potentially use their position to influence decisions for personal gain or advantage, or for the benefit of others with whom they have a personal or professional relationship. Active Police Officers, Crown Attorneys or Criminal Defence Counsel are prohibited from serving on Crime Stopper Board of Directors.

CONFLICT OF INTEREST DEFINED

For the purpose of this section, "Conflict of Interest" means a conflict between a persons business interests and his/her responsibility as a member of a Crime Stoppers programme, which includes actual or perceived conflicts and those situations which have the potential to be actual or perceived conflicts. A conflict of interest may exist whether or not a remunerator advantage has been conferred.

CRIME STOPPERS COORDINATOR/POLICE INVESTIGATOR CONFLICT OF INTEREST

It is acknowledged in Northern Ontario, some Police Officers serve as both the Crime Stoppers Co-Ordinator and Police Investigator. This is due to the lack of resources and an attempt to service small Ontario communities. In some instances this raises the possibility of a "conflict of interest", where the Police Investigator of a serious criminal offence (i.e. Homicide) may also be in a position where he/she is taking tips on the same matter. In such instance it is the policy of the Ontario Association of Crime Stoppers, that should such a situation arise, the Crime Stopper Co-Ordinator/Police Investigator shall forthwith advise his/her immediate **Police Supervisor and his/her Chief of Police**. The administration of the local police force will make a determination whether the conflict is serious enough to warrant a temporary removal of the Co-Ordinator from his/her Crime Stoppers duties until such time as the conflict of interest ceases to exist.

PROBLEM/DISPUTE RESOLUTION PROCEDURE

1. Problems/Disputes which arise and cannot be resolved at the local Board level regarding items (a), (b), (c), (d) and (e) enumerated above, are to be referred to the Chairperson of the Ontario Association of Crime Stoppers (O.A.C.S.).

2. All proposals for:
- A) The establishment of new programmes
 - B) Severance within existing programmes
 - C) Winding up of existing programmes
 - D) Territorial disputes

MUST be referred to the Chairperson of the Ontario Association of Crime Stoppers for resolution.

3. The Chairperson of the Ontario Association of Crime Stoppers shall designate the appropriate resources to resolve the issue. In most instances the Chair would designate both a civilian and a police representative to investigate the matter and report back to the Association when the matter is resolved or further direction is required.

In some instances the Association Chair may require the assistance of outside resources particularly where:

- A) A Criminal proceeding is anticipated.
- B) Legal Advice is required.
- C) Financial Advice is required.

In conclusion, it should be noted that one of the mandates of the Ontario Association of Crime Stoppers is to mediate conflicts between Ontario programmes with the assistance of the Region 11 Crime Stoppers International representative.

