



EYAI

Enhancing Young Adults' Independence · Registered charity in England and Wales, no. 1195406

Trustee and Manager Conflicts Policy

Guiding Principles and Procedures for Addressing Conflict Among Trustees and Managers

Updated October 2025 · Reviewed annually, or following any significant trustee or manager dispute

1. Purpose

This policy sets out the procedures and expectations for identifying, managing, and resolving disputes between trustees and managers within the charity. Its aim is to promote constructive dialogue, uphold good governance, and ensure that disagreements between trustees, managers, or both do not impede the effective operation of the charity.

2. Principles

- Constructive challenge and healthy disagreement are encouraged as part of collective decision-making for both trustees and managers.
- All trustees and managers are expected to act professionally, respecting differences in opinion, approach, and behaviour.
- Disputes should be addressed early to prevent escalation and disruption to board and management activities.
- Good governance, underpinned by clear roles, policies, and processes, is essential for preventing and resolving disputes among trustees and managers.

3. Identifying Conflict

Disputes may arise from differences in opinion, approach, individual behaviours, personality clashes, fixed beliefs, personal issues, favouritism, existing relationships, disagreements on values or goals, uncertainty about roles, or lack of clarity regarding expectations. Trustees and managers should be alert to signs of conflict and seek to understand underlying causes.

4. Preventative Measures

- The board and management team must agree and adhere to a code of conduct for meetings, setting out expected behaviours, mutual needs and expectations, and processes for handling differences.
- All trustees and managers should be familiar with the code of conduct and participate in regular reviews to address any differences in its interpretation.
- Roles and responsibilities should be clearly defined and communicated to avoid uncertainty and confusion between trustees and managers.

5. Responsibilities

- The chair is responsible for managing board and management dynamics and addressing disputes promptly and impartially.
- Trustees and managers share responsibility for maintaining a respectful, collaborative atmosphere and are encouraged to raise concerns in a timely and constructive manner.

6. Procedure for Addressing Disputes

- **Early Intervention:** The chair, or another designated trustee or manager, should address disputes as soon as they arise, facilitating open discussion and seeking common ground.
- **Mediation:** If initial discussions do not resolve the issue, an impartial mediator may be appointed to assist in finding a resolution.
- **Review of Code of Conduct:** The board and management should revisit the code of conduct to clarify expectations and address any ambiguities that may contribute to the dispute.
- **Escalation:** Where disputes persist, the matter may be referred to an external advisor or governance body for guidance.
- **Documentation:** All actions taken and decisions made during the dispute process should be documented for transparency and accountability.

7. Commitment to Resolution

All trustees and managers are expected to act in the best interests of the charity and work towards amicable solutions. Persistent, unresolved disputes may result in further action, up to and including removal from the board or management, in accordance with the charity's governing documents.

8. Review

This policy will be reviewed annually, or following any significant trustee or manager dispute, to ensure its continued relevance and effectiveness.

I have read and understand the policy for Trustee and Manager conflicts.

Signed: _____ Print Name: _____ Date: _____
