The Hertfordshire Compact Positive Dispute Resolution

This document describes what to do if you think that an organisation has broken the commitments made through the Hertfordshire Compact, or if you think an organisation is not meeting the requirements of the Compact.

What happens when things go wrong?

- Be reasonable
- Be realistic
- Use the processes detailed in the Hertfordshire Compact

First Stage:
If possible, raise the issue with the partner organisation that you feel has breached the Compact in order to resolve the issue at the earliest stage.

Be specific about where you feel their organisation has not kept to the Compact.

Second Stage:
If you are unhappy with the response you have received from the first step, you can go to the second step; ask the former Co-Chairs of the Hertfordshire Compact Partnership Group to get involved. Please contact either Jacquie Hime or Ruth Harrington if you wish to follow this course of action:

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The former Co-Chairs will agree the process to be followed.