

Mediation Details

Last Modified on 05/25/2026 3:04 pm EDT

Mediation will be managed by the geographical operating board affiliated with the location where the conflict occurs, along with an HBA Central Staff member. If there is no such geographical operating board, the HBA Central staff will bring in a senior volunteer member leader to mediate.

This plan supports HBA volunteer board leaders in resolving conflicts involving their volunteers, members, and board, facilitating resolution before the conflict escalates to more significant measures, such as calling for the resignation or removal of a board member.

This is an essential step in the process, and recommendations will be considered as helpful advice to assist leaders experiencing conflict. While not binding, there is a strong recommendation from the HBA that the guidance be followed.

First Step in Utilizing Mediation Support: Upon reaching an impasse that warrants a more concerted conflict resolution effort, volunteer member leaders of the board in question should notify the Operating Board Executive Committee and/or HBA Central Staff via email that they are seeking assistance and support. This written notice should include a brief description of the main issues and the efforts already taken to resolve the situation.

The Operating Board Executive Committee, along with the HBA Central Staff, will review the notice and provide relevant information to the volunteer group/board on association procedures and best practices that may be useful.

Note: Staff's role is to facilitate resolution, not to approve or authorize any specific course of action.
