



Conflict Resolution & Removal Policy

BPP University Clubs & Societies — 2025/2

Disagreements are a normal part of running any society. Handled well, conflict can strengthen a committee and improve how your society operates.

Important

This process is not intended to be used as a first response to everyday disagreements. Always attempt informal resolution first. Formal procedures should only be used where informal approaches have genuinely failed or where the conduct is serious.

Part 1: Conflict Resolution

1.1 Common Sources of Conflict

Understanding where conflict typically comes from can help you resolve it faster. Common causes in student societies include:

- Unclear responsibilities — committee members stepping on each other's roles or assuming someone else will handle something
- Communication breakdowns — decisions made without consulting the full committee, or messages that are misread or ignored
- Disagreements about direction — differing views on events, priorities, or how the society should operate
- Personality clashes — interpersonal friction that builds over time
- Unequal workloads — resentment when some members feel they are carrying more than others
- Financial disagreements — disputes about how money is spent or allocated

1.2 The Guiding Principles

Whatever the source of the conflict, the following principles apply throughout:

- Address issues early — small problems become big ones if left to fester
- Assume good faith — most committee members are volunteers doing their best
- Keep it private — do not discuss committee disputes publicly or on social media.
- Focus on behaviour and outcomes, not personality
- Involve your Clubs and Societies Officer early — they are a neutral resource and can help

facilitate

- Document everything — keep a written record of concerns raised, meetings held, and agreements reached

1.3 Stage 1: Informal Resolution

The first step in any conflict should always be a direct, private conversation between the people involved. This should happen as soon as possible after the issue arises.

1

Raise the concern directly

The person with the concern approaches the other party privately — not in a group setting, WhatsApp group, or committee meeting. Keep the tone calm and constructive. Focus on the specific issue, not the person.

2

Listen and respond

Both parties should have the opportunity to share their perspective without interruption. The goal is mutual understanding, not winning an argument.

3

Agree a way forward

Where possible, agree concrete steps to resolve the issue. Write these down and share them with both parties. Set a timeframe for review.

1.4 Stage 2: Mediated Resolution

If a direct conversation has not resolved the issue — or if the situation is too tense for a one-to-one conversation to be productive — the next step is a mediated meeting facilitated by your Clubs and Societies Officer

1

Contact your Clubs and Societies Officer

Email engage@bpp.com or your Clubs and Societies Officer explaining the situation. Your coordinator will respond within three working days to arrange a mediation meeting.

2

Mediation meeting

Both parties meet with your Clubs and Societies Officer, and Events & Manager present. The mediators do not take sides — their role is to ensure both parties are heard and to help identify a resolution. A written summary of the meeting and agreed actions will be produced.

Agreed action plan

Following mediation, a written action plan is shared with both parties and with your Clubs and Societies Officer.

Formal Review

If mediation has not resolved the matter, or if the nature of the conduct is sufficiently serious, a formal committee review may be initiated. At this stage, the process moves beyond informal resolution within the BPP Students' Association and is referred to the University's formal procedures, such as the Student Complaints Procedure, Student Conduct Procedure, or other relevant policies.

Further information can be [found here.](#)