# ISSUE MANAGEMENT FORM

This form is to be used by an ACL to document facts and actions resulting from a girl, parent, guider conflict, performance and/or conduct issue. This form can have information added by other individuals (ACL Advisor, Community Guider, DPC…) should an issue escalate or further information be discovered. The goal is to get all the relevant information in one place rather than multiple email chains and conversations.

Begin by reaching out to the person(s) involved to determine details on the event(s) in question. This is best done via phone or in person. You may need to talk to several people to gather all the relevant facts. Record your findings below.

Date form completed: Click here to enter a date.

Completed by: Click here to enter text.

Member/ Non-member/ Parent/ Girl involved: Click here to enter text.

Membership status (MBR, NM, Parent, girl member): Click here to enter text.

Date issue occurred:Click here to enter text.

Issue description:

Click here to enter text.

Person’s response (relevant information that surfaced during discussion):

Click here to enter text.

Any other person(s) involved? Record names and contact later. Add notes here:

Click here to enter text.

Is this a repeat or escalating issue? If so, provide details:

Click here to enter text.

Is it critical that the disagreement be resolved/does it affect the delivery and/or quality of program in anyway? If YES, proceed; if NO, file form should the issue arise again at a later date:

Click here to enter text.

What type of issue is this: Conflict, Performance, Conduct (use Module 3 as a resource for descriptions)

Click here to enter text.

Has this incident reached social media? If so provide details:

Click here to enter text.

Identify what change(s) will help resolve the problem:

Click here to enter text.

Should others be consulted to determine an action plan? If so, who?

Click here to enter text.

Suggested Action Plan – detail who, what, where, when, how:

Click here to enter text.

Post Action Plan implementation:

What were the outcomes? Is any further action needed? Were the objectives met?

Click here to enter text.

If any further information is added to the form at a later date, use the space below to add the date and name of the other contributors:

Click here to enter text.