

## A SUN CSN PROCESS FOR CLAIMS AND LOG WHEN INTERNAL TENSIONS ARISE IN SUN CSAs

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Based on a number of requests for support in resolving conflicts within CSAs in countries, the SUN CSN proposes the below process for conflict resolution should requests arise from the national SUN CSAs.

### ***Underpinning principles and tools to support through this process:***

- SUN principles of engagement (as outlined on the website - <http://scalingupnutrition.org/about/principles-of-engagement-2> and additional principles raised as part of the SUN-wide conflict of interest consultative process - <http://scalingupnutrition.org/about/principles-of-engagement-2/preventing-and-managing-conflicts-of-interest>)
- Conflict of Interest documentation and experiences - <http://scalingupnutrition.org/about/principles-of-engagement-2/preventing-and-managing-conflicts-of-interest>

### ***Who is this process for***

- This process is for established Civil Society Alliances in countries
- In countries, where Civil Society are in the process of establishing CSAs or where several Civil Society Alliances have been established and may be competing, the position of the SUN Civil Society network secretariat will be to encourage in country discussions following the SUN principles of engagement (as stated above, including the additional principles raised as part of the SUN-wide conflict of interest consultative process) and offer guidance and experience sharing from other countries (2 guidance documents – cf below). The SUN CSN will not validate one organization over another but will encourage a democratic, inclusive, transparent process and will facilitate connections with other established Civil Society Alliances to foster cross learning. Once in-country discussions have reached a consensual agreement that has been confirmed by in country participants on the way forward, the SUN CSN will resume active support to the said country civil society efforts.
- *Useful SUN CSN resources*
  - SUN CSN in outline - [http://scalingupnutrition.org/wp-content/uploads/2012/10/Orange\\_Internal\\_InOutline\\_ENG\\_20141110\\_web.pdf](http://scalingupnutrition.org/wp-content/uploads/2012/10/Orange_Internal_InOutline_ENG_20141110_web.pdf)
  - A guidance note on Establishing a Civil Society Alliance in a SUN Country - <http://scalingupnutrition.org/wp-content/uploads/2013/01/SUN-CSN-Establishing-a-CSA.pdf>
  - Enabling Good Governance in Civil Society Alliances - A working note – 2014 - [http://media.wix.com/ugd/a1d6d9\\_6045e93f2be5414e96ffdb81fee4640f.pdf](http://media.wix.com/ugd/a1d6d9_6045e93f2be5414e96ffdb81fee4640f.pdf)

### ***Proposed process***

#### **1. Try everything possible to resolve the problem at the country level :**

- a. Agree on the appointment of an independent (not associated with the CSA/O) moderator/ombudsperson (e.g., from the diplomatic or UN community) to hear and resolve the issue.
- b. Rotate the CSA chairpersons annually.
- c. Incorporate into the CSO ToR/ constitution a clause on how disagreements will be dealt with...locally first and then through the SUN CSN.

#### **2. SUN CSN involvement:**

- a. Only initiate this process on the basis of a written complaint signed by at least 1/2 of the CSA membership with evidence of the actions taken to resolve the issue locally. SUN CSN should also take into account a written statement of the alleged "wrong doer".
- b. Recommendations made should be done in a manner that continues to encourage local agreement of any final decision.
- c. SUN CSN should draft a ToR for such a process to guide their actions and post it on the website, and communicate it to all CSAs.

**3. Other actions:** SUN CSN to maintain a record of CSA issues and resolutions on the website...without identification of countries, agencies and names of individuals...as lessons learnt on conflict resolutions.