



Parish of  
St. Peter

# ST. PETER'S TECHNICAL PARK

LIVING & WORKING  
HAPPILY TOGETHER



## This leaflet explains the St. Peter's Technical Park Resolution Framework and how you can use it.

The Resolution Framework is a simple process that aims to find solutions to issues that can arise when people live and work next to each other - as they do in St. Peter's.

The Resolution Framework exists for everyone who works at the technical park and those who live adjacent to it. The aim is to help residents to live and work happily together.

It is important that all residents, both private and commercial, are open to the process and willing to work with it.

# HOW IT WORKS

The Resolution Framework involves just three steps. Most of the time a quick chat is all that is needed to put things right. When that doesn't work, the framework outlines what to do next.



### STEP 01 — Try to resolve things yourself

Talking to someone who can help with your concern can be an easy and less stressful way to get your problem solved. Asking for a short meeting with them is a useful way to do this.

-  Prepare what you want to say so you remember everything, and don't say anything that you regret.
-  Explain how the problem is affecting you to help the other person understand why this is important to you.
-  Have an idea of an appropriate solution and share responsibility for the problem.
-  Be flexible. It is important that you are willing to listen and understand the other person's views.



If someone approaches you with a concern make sure you listen, communicate openly, and work together to find practical solutions.



## STEP 02 — Ask for help from someone neutral

If an attempt to resolve things yourself hasn't worked, try to find someone neutral to help you. Asking someone to support both parties and facilitate a discussion between you can often help with finding a solution.

- ✔ It is important to find someone that both parties are happy with - a neighbour or another park tenant.
- ✔ The neutral party should be able to keep calm, reassure others, and listen to different points of view without making any judgements.
- ✔ The neutral party is there to help you find a solution and reach an agreement. They aren't there to take sides, make a judgement or solve your problem for you.

! If you're asked to act as a neutral party, encourage both parties to look at the problem together. This helps to find solutions.



## STEP 03 — Share your concern with the Parish

If steps one and two haven't worked, you may ask the Parish to consider your concern. You can do this by completing the St Peter's Technical Park Comment Form on the parish website.

- ✔ Provide specifics. If you know dates, times, names it helps to include those details.
- ✔ Explain why steps one and two were unsuccessful. That information is useful for the review too.
- ✔ Describe the impact your concern is having on you as this helps to evaluate the scale of the issue and the level of priority it requires.
- ✔ Provide any relevant supporting documents using the upload tool on the comments form.

The Parish will review your submission and recommend what to do next.

# **PARISH REVIEW**

Once received, the Parish team will assess your concern and recommend any action needed to remedy it.

As part of the review, the team may find that the matter must be held for more in-depth discussion between the Constable and the Landlord of the Technical Park.

Where there isn't a straightforward answer, the team may also recommend that the people involved seek professional and independent mediation support.

Where these options are not appropriate or haven't been successful, the Constable of the Parish will arbitrate.

# **SUBMIT A COMPLIMENT**


If you work at or live next to the Technical Park and want to share a compliment with the Parish Hall, the team would love to hear from you too.


You can use the same St. Peter's Technical Park Comment Form on the Parish website to submit a compliment or by contacting the Parish Hall on 01534 481236 .

All information in this leaflet can be found on the St. Peter's Parish Website.



 [parish.gov.je/stpeter](http://parish.gov.je/stpeter)

 01534 481236

 Mon - Fri  
9.00am - 4.00pm