

4-P15 Grievance and Conflict Resolution Procedure



Responsible	All managers and employees
Accountable 1	Chief People Officer
Consulted	People and Culture Governance Manager, Policy Committee
Informed	All staff, students, volunteers

[Links to ECSNR 2011 and WA 2012:](#)

[Links to NQS:](#)

QA4

[The Affinity Way values?](#)

[Related Forms:](#)

4-F5 Meeting Agenda, Reflection and Action Tool

4-F33 Issue Resolution Tool

[Related Processes:](#)

6.2.09 Manage Grievance and Conflict Resolution

6.2.12 Manage Code of Conduct

Policy Statement

The objective of this procedure is to ensure compliance with Fair Work Act and other relevant/ appropriate legislation.

Rationale

The aim of this procedure is to establish and implement effective grievance and conflict resolution processes. The intent of this procedure is threefold:

- To promote the resolution of grievances, disputes or disagreements within the workplace through ongoing consultation, cooperation and discussion in a mutually respectful manner.
- To reduce the level of industrial confrontation.
- To avoid interruption to the performance of work and consequential losses in productivity and wages.
- To ensure that all employees align with and behave in accordance with the Affinity Way Values and Code of Conduct

If an employee believes that they are being treated unfairly or without dignity, they are strongly urged to use the grievance procedure in addressing any decision or issue.

Information relating to this Policy / Procedure may be communicated throughout the organisation using a variety of the following:

- Newsletters, signs, notice boards and memos
- Emails
- Handbooks
- Team meetings
- Role modelling
- Training and development sessions
- Performance meetings
- Promapp

Strategies and Practices

Employees can access their relevant Award to identify their rights regarding employment related disputes and grievances. Refer to the resources section of this document.

Step 1

The employee should discuss any work-related complaints, problems, grievances, or disputes with their direct line manager in the first instance. If the grievance involves their manager, the issue may be raised with the next senior manager or a People and Culture Advisor.

Step 2

If the dispute remains unsettled, it should be referred to the next level of management resolution. Management will exercise the best options available to resolve the situation.

Step 3

If the problem has not been resolved at Step 2, management will work with the employee to facilitate resolution. Management may seek further guidance from People and Culture, if required.

Step 4

If the matter cannot be resolved at Step 3, the parties involved shall undergo mediation conducted by a qualified mediator, unless either party can provide a valid reason as to why mediation should not occur.

Step 5

If the matter cannot be resolved at Step 4, either party may notify Fair Work Australia in accordance with the provisions of the relevant legislation.

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While the above procedure is being followed, every endeavour will be applied to ensure that work continues as normal. This provision shall apply except when a bona fide safety issue is involved.

References

Fair Work Act 2009 (<http://www.comlaw.gov.au/Details/C2013C00070>)
 Children's Services Award http://awardviewer.fwo.gov.au/award/show/MA000120#P729_62340
 Educational Services (Teacher) Award <http://awardviewer.fwo.gov.au/award/show/MA000077>
 Clerks - Private Sector Award 2010 <http://awardviewer.fwo.gov.au/award/show/MA000002>

Version Control	Date	Author	Description of Change
1.0	Nov 2013	AEG	New policy / procedure
1.1	April 2015	AEG	Minor Amendments
1.2	May 2016	AEG	Revision
6.17	June 2017	AEG	Revision
10.17	Oct 2017	AEG	Revision
6.18	Jun 2018	AEG	Scheduled review
6.19	Jun 2019	AEG	Scheduled review
6.20	Jun 2020	AEG	Scheduled review
1.21	Jan 2021	AEG	Reference to award
2.22	Feb 2022	AEG	Scheduled review
3.23	Mar 2023	AEG	Scheduled review
12.23	Dec 2023	AEG	Added RACI table and reference
5.24	May 2024	AEG	Scheduled Review

Responsible = those who are responsible for carrying out the task
Accountable level 1 = the owner and person accountable for the sign off or approval of a task
Accountable level 2 = the person who is accountable for the task being carried out
Consulted = the person to be consulted with and whose input, opinions and feedback are crucial to the task
Informed = the person who should be informed and made aware of the task and any updates

Policy Written by: Fiona Young	Position: Policy, Training and Development Manager	Date: May 2024
Approved by: Chief People Officer	Approved Date: May 2024	Next review date: May 2025

Employees Sign: