Conflict Resolution Policy and Procedure

HiFlex Physio

Scope: This policy applies to all employees including fitness staff, administrators, and managers of HiFlex Physio

Policy Statement: The purpose of this document is to provide an avenue through which employees and volunteers, and their managers, can resolve work-related complaints as they arise.

HiFlex Physio will establish mechanisms to promote fast and efficient resolution of workplace issues. Employees should feel comfortable discussing issues with their manager or supervisor in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employee's wishes will be considered in determining the appropriate steps and actions.

Objectives:

- To meet Industrial Relations Operational plan requirements
- To have a workforce where staff know how to deal with conflict should it occur.
- To have clear guidelines for all staff to follow and understand.

Procedures of Consulting for Conflict Resolution

Employment Practices

All managers and supervisors should be aware of the possible ramifications of their actions when dealing with employee issues. They must ensure that all employees are treated with fairness, equality and respect.

If there are any doubts or queries in relation to how to deal with a particular set of circumstances, managers or supervisors should contact the Human Resources Manager for advice at the earliest opportunity.

Where a grievance or dispute has been brought to a Manager's attention, they should assess whether the employee involved is covered by an Award or Agreement, and if so should refer to that document for grievance procedures. If the employee or volunteer involved is not covered by such a document, the procedures below must be followed:

- An employee who considers that they have a dispute or grievance should raise the matter with their internal source of consultee as a first step towards resolution. It can either be the immediate supervisor, manager, HR employee, or WHS officer.
- The two parties should discuss the matter openly.
- Work together to achieve desired outcome.

Grievances and Dispute Resolution

The Manager or Supervisor should check for clarification of the issue to ensure they fully understand the complainant's concern. Managers should follow the standard procedure of offering the employee or volunteer the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant and diagnose the problem.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the employee with a written summary of the meeting and clarification of the next steps to be taken.

The Manager must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the employee or volunteer wishes to pursue it, the issue should be discussed with a Human Resources Officer, then, if necessary, the CEO. Again, the matter is to be discussed openly and objectively with management to ensure it is fully understood

Responsibilities

It is the responsibility of **Managers and Supervisors** to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of, and are committed to the principles of communicating and information sharing with their employees and volunteers;
- All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- All employees and volunteers are treated fairly and without fear of intimidation.

It is the responsibility of **Employees** to ensure that:

- They attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

It is the responsibility of the **Human Resources Department** to ensure that:

- All managers, supervisors, and employees are aware of their obligations and responsibilities in relation to communication and information sharing with their employees;
- Ongoing support and guidance are provided to all employees in relation to employment and communication issues;
- All managers, supervisors, employees and volunteers are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of managers or supervisors is handled in the most appropriate manner at the earliest opportunity.

Reporting

Manager or supervisor must document and report any grievance or dispute and inform their immediate supervisor.

Human Resources Manager will ensure that CEO and Board are informed if required. It is envisaged that this will only occur if there is a pattern or a risk to the business.

Approvals and Review	
Name	
Job Role/Position	Chief Executive Officer
Next Review Date	24 January 20XX

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