HiFlex Physio

Mediation Policies

- HiFlex Physio is committed to maintaining a healthy working relationship among its staff members. All staff members are encouraged to resolve all conflicts immediately, before they escalate into more serious issues.
- HiFlex Physio believes in fairness and discourages staff members from demonstrating biases for or against other staff members, which may affect the quality of their work.
- HiFlex Physio recognises that some conflicts may be more serious in nature and may require the help of a mediator to resolve. Staff members in the supervisory position (i.e. department supervisors) as well as all Human Resource Officers will be trained in industry best practice to effectively carry out mediation procedures.
- It is only when issues have escalated to such a degree that it bears legal implications that the dispute will be referred to external mediators or – in serious cases – lawyers.
- Privacy and confidentiality will be upheld throughout the mediation process.

Mediation Procedures

- Disputing parties may request for a mediator to handle the dispute by sending a request to the Human Resources department (HR). Only one of the disputing parties need to contact HR.
- Upon receiving the request, HR will assign a mediator to the case.
- The mediator must obtain the agreement and willingness of ALL parties in dispute to cooperate before proceeding with the formal mediation process.
- Agreement and willingness to participate in the mediation must be documented through the HiFlex Physio **Mediation Agreement Form**.
- The discussions of all meetings – with individual parties or otherwise - must be documented through the HiFlex Physio **Mediation Meeting Minutes**.
- The outcome of the meeting must be documented in writing. A written document or email must be sent to all parties involved, outlining the resolution of the dispute and all actions or changes in working conditions that may result.
- A printed copy of all documents produced during the mediation process – including the Mediation Agreement Form – must be submitted to the HR department for filing.
- A formal documentation of the mediation must be recoded using the HiFlex Physio **Workplace Mediation Record Sheet.** This document must be submitted to the HR department for filing.
- All issues and topics discussed during the mediation process must be kept confidential within the relevant parties only. A breach in confidentiality may yield consequences for the offending party.

Other Requirements

- All staff members whose roles involve carrying out mediation procedures must regularly (at least bi-annually) be updated of all HiFlex Physio policies and procedures and relevant legislations, regulations, and industry standards.