

## Dispute Resolution Procedure

This Dispute Resolution Procedure applies to all Employees of the business

The objective of the procedure is to ensure a Dispute Resolution

The requirement is for all staff to comply with Code of Conduct.

### Procedures

- 1) Informal Resolution
- 2) Formal Grievance Procedure
- 3) Dispute Resolution



## Purpose

The purpose of this Grievance and Dispute Policy is to provide a transparent and fair process for addressing and resolving grievances and disputes within Western Sydney Line Marking and Removal, a small business operating in New South Wales, Australia. This policy aims to promote a positive work environment where employees feel comfortable expressing concerns and conflicts can be resolved promptly and effectively.

## Objective

The objective of the Policy is to:

- **Fair Treatment:** To ensure all employees are treated fairly and respectfully when raising grievances or involved in disputes.
- **Resolution:** To provide a clear procedure for addressing and resolving grievances and disputes in a timely manner.
- **Prevention:** To encourage open communication and proactive resolution of issues to prevent escalation into formal grievances or disputes.
- **Confidentiality:** To maintain confidentiality throughout the grievance and dispute resolution process, protecting the privacy of all parties involved.
- **Compliance:** To comply with relevant legislation and regulations governing workplace grievances and disputes in New South Wales, Australia.

## Scope

This policy applies to all employees, contractors, and stakeholders of Western Sydney Line Marking and Removal in New South Wales, Australia.

## Principles

- **Fairness:** All parties involved in grievances or disputes will be treated fairly and impartially throughout the resolution process.
- **Confidentiality:** Information related to grievances and disputes will be handled confidentially to the extent possible, with disclosure limited to those directly involved or with a legitimate need to know.
- **Respect:** Employees are encouraged to raise concerns and respectfully participate in the resolution process, free from fear of retaliation or victimization.
- **Timeliness:** Grievances and disputes will be addressed promptly, with efforts made to resolve them at the earliest opportunity.
- **Non-Retaliation:** Retaliation against employees who raise grievances or participate in the dispute resolution process is strictly prohibited and will result in disciplinary action.

## Procedures

### Informal Resolution

Employees are encouraged to resolve grievances or disputes informally whenever possible by discussing the issue directly with the person(s) involved or seeking assistance from their immediate supervisor or HR department.

### Formal Grievance Procedure

If the grievance cannot be resolved informally, the following formal procedure should be followed:

The employee should submit a written grievance to their immediate supervisor or the HR department outlining the nature of the grievance, relevant details, and desired outcome.

The supervisor or HR department will investigate the grievance, which may involve gathering additional information and interviewing relevant parties.

A meeting will be arranged between the employee and the supervisor or HR representative to discuss the grievance and explore potential resolutions.

Following the meeting, the supervisor or HR department will communicate the outcome of the investigation and any actions to be taken to address the grievance in writing to the employee.

If the employee is dissatisfied with the outcome, they may escalate the grievance to a higher level of management or an independent mediator for further review.

### Dispute Resolution

Disputes between employees or involving other stakeholders will be handled according to the following procedure:

Parties involved in the dispute should attempt to resolve the issue through discussion and negotiation.

If resolution cannot be achieved informally, the parties may request mediation, facilitated by a neutral third party, to assist in reaching a mutually acceptable agreement.

If mediation is unsuccessful, the dispute may be escalated to arbitration or legal action as a last resort.

## Review and Amendment

This policy will be reviewed periodically to ensure its effectiveness and compliance with relevant legislation. Amendments may be made as necessary with input from relevant stakeholders.

## Compliance

All employees, contractors, and stakeholders are expected to comply with this policy. Failure to do so may result in disciplinary action, up to and including termination of employment or contract.

## Contact Information

For further information or assistance regarding this policy, employees may contact the HR department at [HR contact details].

This Grievance and Dispute Policy will be communicated to all employees upon commencement of employment and made readily available through the company's internal communication channels.