**NorWest Community Services**

**Conflict Resolution Policy and Procedure**

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# Policy Statement

NorWest Community Services is committed to fostering a positive and productive work environment. We recognise that conflicts may arise from time to time and are committed to resolving them promptly and fairly. This Conflict Resolution Policy outlines our approach to addressing conflicts among employees, clients, and stakeholders, ensuring a respectful and collaborative workplace atmosphere.

# Scope

This policy applies to all employees, contractors, clients, and stakeholders of NorWest Community Services.

# Conflict Resolution Procedure

## 1. Informal Resolution:

Step 1: Parties involved in the conflict are encouraged to resolve the issue informally by discussing it with each other in a respectful and constructive manner.

Step 2: If the conflict persists, parties may seek the assistance of a supervisor or manager for informal mediation and guidance.

## 2. Formal Resolution:

Step 1: If the conflict remains unresolved, the involved parties should formally report the conflict to Human Resources (HR) or their respective supervisor.

Step 2: HR or the supervisor will conduct an investigation, meeting separately with all involved parties to gather relevant information.

Step 3: HR or the supervisor will facilitate a formal mediation session where the conflicting parties can openly discuss the issues and work towards a resolution.

Step 4: If mediation does not lead to a resolution, HR or the supervisor will escalate the matter to higher management or involve an external mediator for further assistance.

Step 5: A written summary of the resolution, agreed upon by all parties involved, will be documented and signed.

# Confidentiality

All discussions and information related to the conflict resolution process will be kept confidential to the extent permitted by law.

# No Retaliation

NorWest Community Services strictly prohibits retaliation against any employee, client, or stakeholder who reports a conflict or participates in the resolution process. Any form of retaliation will result in disciplinary action.

# Training and Support

Employees will receive training on conflict resolution strategies and techniques to promote a positive work environment. Support and resources will be provided to assist employees in managing conflicts effectively.

# Policy approval

This policy is approved as signed below.

|  |  |
| --- | --- |
| Policy Author | Maree Webb |
| Position | Senior Communications Manager |
| Signature | Maree Webb |
| Date | 13/10/23 |
| Next review scheduled | 13/10/24 |

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