



Conflict & Problem Resolution Policy and Procedure

Overview

Ace Finance is committed to providing staff with an environment that is supportive and safe. This policy allows Ace Finance to deal with staff complaints about the behaviour of other Ace Finance staff or situations that adversely affect their ability to work productively in a positive work environment. Ace Finance has a legal responsibility to ensure that staff are not subjected to unlawful discrimination, harassment, victimisation or bullying.

The policy does not reduce the rights of an individual under State and Federal law to pursue a complaint through an external agency.

Policy Number: 202175

Policy Date: 25/09/20XX

Guidance: This policy should be read and carried out by all staff for problem-solving and when involved in conflict resolution processes.

Conflict Resolution Policy

Purpose of the Policy

The purpose of this policy is to provide guidelines that clearly communicate to Ace Finance staff the process for resolving workplace problems, conflict, disputes, or complaints quickly and fairly.

Scope of the Policy

- 1.1. This policy applies to all Ace Finance staff with a complaint relating to decisions, processes or actions by other staff. This might include workload issues, breaches of other policies, interpersonal conflict, and unlawful discrimination, harassment, victimisation and bullying by Ace Finance staff.
- 1.2. A staff member may be terminated due to misconduct and reported to the police or other appropriate authorities if a crime is involved while working on behalf of Ace Finance.
- 1.3. A support person may attend the resolution process and if the complainant is not satisfied with the outcome of a formal complaint, they may seek a review of the resolution.



Definitions

Complainant is the aggrieved person who has made a complaint.

Bullying: includes repeated threats, verbal abuse, sarcasm, coercion, and ostracism that humiliates or intimidates individuals or groups of workers (refer to the Workplace Bullying Policy for more information).

Harassment: is unwelcome and offensive or intimidating behaviour or comments. Harassment can include being subjected to unwelcome and offensive images.

Mediation: is a process in which a third party (the mediator), acts as an intermediary between the opposing parties and intercedes on behalf of the other party in order to assist all parties reach a resolution.

Resolution: means an outcome to which all parties can agree.

Conflict resolution procedure

Informal conflict resolution

The complainant can:

- Speak directly with the person in a confidential, non-confrontational way with a view to resolving the issue in an informal low-key manner.
- Speak directly with his/her manager or supervisor if the complaint is of a sensitive nature.
- Attempt mediation as this can prevent escalation of the issue while in no way trivialising the issue or the effect on an individual.

Problem solving

The following steps outline the process for problem-solving used at Ace Finance. If you are unable to address and resolve the problem, speak with your supervisor, manager or HR team or your union representative for assistance, support, or more information. If the problem escalates it may need to be escalated to senior management or approached differently. You may have to consider dispute resolution.

Formal conflict or dispute resolution

The process is as follows:

1. The complainant will lodge a formal complaint by notifying their supervisor or manager using the *Ace Finance Conflict Resolution/Complaint Form*
2. The supervisor or manager will hold a meeting with the complainant and a support person (if requested by complainant) within one week of receiving the complaint form.
3. An investigation will take place to establish the facts. This usually leads to a formal report being prepared within two weeks, with the agreement of the complainant.
4. Before the report is finalised, the investigation includes:
 - (i) a copy of the complaint form or a summary is provided to the person/s (the subject subject of the complaint)
 - (ii) the person/s provide a formal written response to the complaint
 - (iii) interviews take place obtaining statements from staff and others who can help ascertain the facts
 - (iv) documentation is obtained
 - (v) options to resolve the matter are discussed with those involved in the complaint
5. A written recommendation based on the report is provided to all involved in the complaint.
6. A final decision will be made with input from those involved, and implemented
7. Monitoring and evaluation take place to ensure the recommendations are successful



8. Feedback on the process is obtained from the people involved, and recommendations to improvement to the process is obtained.
9. If complainant is still not satisfied, they can speak with their manager or Ace Finance CEO
10. If the complaint is still not resolved, the complainant has the right to refer the issue to Fair Work Australia or respective state workplace authority for advice



Disciplinary consequences

Ace Finance will take disciplinary action leading up to and including termination if employees do not follow this policy's guidelines. If you inadvertently violate this policy, a reprimand may be warranted. Stricter disciplinary actions will apply if non-compliance continues.

Relevant procedures, Acts and laws

- Ace Finance Employee Discipline Policy and Procedure
- Ace Finance Code of Conduct
- Federal Human Rights Commission 1300 656 419
http://www.humanrights.gov.au/complaints_information/
- *Privacy and Personal Information Protection Act 1998 (NSW)*
- *The Privacy Act 1988 (Federal)*
- *Age Discrimination Act 2004*
- *Australian Human Rights Commission Act 1986*
- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*