

Resolution of Disputes

Purpose

Australian Solutions Centre as an authorised nominating authority must have policies and procedures about the resolution of disputes between adjudicators and the authorised nominating authority.

Objective

To ensure that staff members and/or adjudicators are provided with a fair, timely and confidential dispute resolution process that considers the views of all parties.

Policy

Where a dispute has arisen, Australian Solutions Centre will:

- Work towards solving the problem and maintaining healthy working relationships
- Comply with the correct procedure quickly and fairly
- Use best efforts to resolve the dispute within the workplace
- Where this is not possible, refer the dispute to an independent mediator or arbitrator with the power to deal with the dispute.

Procedure

Staff member/Adjudicators and/or adjudicators representative meet with the Manager of Australian Solutions Centre to discuss a problem.

The Manager listens carefully to the Staff member/Adjudicator and/or their representative and together they try to resolve the dispute. If the Manager and Adjudicator are unable to resolve the dispute or it is not appropriate that the Manager deal with it, the matter should be referred to the Director.

The Director listens to the Staff member/Adjudicator and/or their representative and attempts to resolve the dispute. It is either resolved or referred to an independent body.

An independent conciliator or mediator assists to resolve the dispute.

Resolution: Problems are solved, and healthy relationships are maintained.

Best practice dispute resolution outcomes should be:

- Quick - Providing a copy of the complaint to the person(s) involved and requesting a written response within 10 business days.
- Fair – all relevant parties should be consulted so that all sides of the story are taken into account.
- Handled sensitively – disputes should, where possible and appropriate, be resolved in a confidential context in order to minimise impact on employees not affected by the dispute.



ASC advises the parties and the relevant State authority of the decision reached.

Dispute resolution procedures should not interfere with the continued operation of the business where possible.