

WORKPLACE GRIEVANCE AND DISPUTE RESOLUTION PROCEDURE

1. Where a staff member has a grievance or dispute about a workplace matter that they are unable to resolve informally through discussion, the staff member will meet with their supervisor or manager to discuss the problem.
2. The supervisor/manager will listen carefully to the staff member and they will together, through discussion, try to resolve the problem.
3. Such discussions will respect confidentiality.
4. Where a grievance or dispute is unable to be resolved in this way at the workplace level, external mediation and conflict management services may be engaged with the agreement of both parties to resolve the dispute to the satisfaction of both parties.
5. Where the previous steps have not resolved the grievance or dispute, either party may refer the matter to the Fair Work Commission. The Fair Work Commission may exercise any method of dispute resolution permitted by the *Fair Work Act 2009* (including mediation, conciliation and arbitration) that it considers appropriate to resolve the dispute.
6. Work will continue normally during the dispute resolution process subject to any reasonable concerns about health and safety.

Version	Date adopted/revised	Endorsement/Description of change
1.	21/3/2016	General Manager Daniel Featherstone
	17/5/2016	Endorsed by IRCA Board