

## Wyndham Community and Education Centre Inc. Policy and Procedure

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Policy name	<b>Conflict Resolution Policy &amp; Procedure</b>
Responsible person	CEO and Managers
Staff involved	Coordinators; Board of Governance
Review dates	2020
Related documents	<b><u>Policies:</u></b> Complaints & Appeals Policy & Procedure; <b><u>Other:</u></b> Complaint Action Record; Complaints Register; Code of Ethics; Rules of Association; Awards.

### **Purpose**

The purpose of this policy is to provide an avenue through which staff, students, clients, volunteers and members can resolve issues if and when they arise. This policy applies to all employees, students, clients, volunteers, members and Board of Governance (Board).

### **Policy**

Wyndham Community and Education Centre Inc. (Wyndham CEC) encourages its staff, students, clients, volunteers and members to resolve any issues or concerns that they may have at the earliest opportunity.

It is important that as issues arise, they are dealt with in a fair and timely manner. While some conflicts will be resolved by an informal discussion between the parties, others will need a process for successful resolution.

### **Procedure**

Procedures for dealing with complaints and appeals are outlined in the Complaint's and Appeals Policy and Procedure (SharePoint/Policies and Procedures/Policies/Access Equity), the Rules of Association and in Awards. Board members, staff and volunteers are informed of this process as part of their induction.

In general terms, the first step is for those in conflict is for them to, as close to the conflict as possible, meet and try and resolve the conflict. If this fails a mediator is involved to negotiate a resolution. If the conflict cannot be resolved to the satisfaction of both parties through informal processes, then a formal complaint's process will need to occur following the procedure in the Complaint's and Appeals Policy and Procedure.

### **Principles to be followed:**

- Respect for another's point of view;
- Commitment to resolving the issue;
- Willingness to compromise;
- Confidentiality;
- Impartiality;
- Prompt action; and,

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This document was reviewed and accepted by the Board of Governance of the Wyndham Community and Education Centre Inc on 17/05/19 and supersedes all previous versions.

**Wyndham Community and Education Centre Inc.**  
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- Freedom from repercussions.

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