Policy name	**Conflict Resolution Policy & Procedure**
Responsible person	CEO and Managers
Staff involved	Coordinators; Board of Governance
Review dates	2019
Related documents	**Policies**: Complaints & Appeals Policy & Procedure; **Other**: 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, the Rules of Association and in Awards. Board members, staff and volunteers are informed of this process as part of their induction. If the conflict cannot be resolved to the satisfaction of both parties through informal processes, then mediation or a formal complaint's process will need to occur.

Principles to be followed:
➢ Respect for another's point of view;
➢ Commitment to resolving the issue;
➢ Willingness to compromise;
➢ Confidentiality;
➢ Impartiality;
➢ Respect;
➢ Prompt action; and,
➢ Freedom from repercussions.

This document was reviewed and accepted by the Board of Governance of the Wyndham Community and Education Centre Inc on 24/03/17 and supersedes all previous versions.
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