

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

Policy name	Conflict Resolution Policy & Procedure
Responsible person	CEO, Senior Management team, Board of Governance
Staff involved	All
Review dates	2026

Purpose

The purpose of this policy is to provide an avenue through which Wyndham Community and Education Centre Inc. (Wyndham CEC) staff, students, clients, volunteers, Association members and Board members resolve issues if and when they arise. Conflict and challenging issues are an unavoidable part of life and work but can be mitigated. Conflict is best resolved when both parties work it out between themselves.

Policy

This Policy and Procedure applies to all stakeholders mentioned above.

Wyndham CEC encourages staff, students, clients, volunteers and members to resolve any issues or concerns that they may have at the earliest opportunity. Wyndham CEC is committed to maintaining productive and supportive work, study and community relationships with its stakeholders

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 longer or more formal process for successful resolution.

Procedure overview

Procedures for dealing with complaints and appeals are outlined in the Complaints and Appeals Policy & Procedure and the Grievance Policy & Procedure (Staff and volunteers), and the Rules of Association. Board members, staff and volunteers are informed of this process as part of their induction.

In general terms, the first step when conflict arises for those involved is to try to resolve the conflict as soon as possible.

If this fails and the dispute escalates, consult Wyndham CEC policies, Rules of Association and/or Funding Agreements to ensure they are being properly followed and/or applied.

This document was reviewed and accepted by the Board of Governance of the Wyndham Community Centre Inc. on 19/4/2024 and supersedes all previous versions.

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If the conflict cannot be resolved to the satisfaction of both parties through informal processes, then a formal complaints process will need to occur following the procedure in the Complaints and Appeals Policy & Procedure and/or the Grievance Policy & Procedure.

Principles to bear in mind whilst following below steps:

- respect for another's point of view;
- commitment to resolving the issue;
- willingness to compromise;
- confidentiality;
- impartiality;
- prompt action; and,
- freedom from repercussions.

Procedure - steps

1. Be willing to have open and honest communication to resolve conflict. Raise concern with those involved directly in the first instance. Sit down and talk as soon as possible.
2. During step one above, be aware of the seven principles listed above. Listen to each other with respect and allow each person to have their say. Stay calm. Make a commitment to work it out.
3. Agree with goodwill as to possible solutions – this may involve compromise. Put the agreement/agreed actions in writing. Organise to meet again informally to check things are resolved.
4. If the parties in conflict feel unable to deal with these steps by themselves but still want to pursue an informal process, a trusted independent person can be invited to sit in on the discussion.
5. In summary of the 4 steps above, the informal conflict process includes doing the following:
 - initiating a discussion;
 - identifying the real conflict;
 - listening to all points of view;
 - recognising and respecting feelings; and,
 - exploring ways to resolve the conflict.

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6. If above steps fail, formalise matters by following the Complaints & Appeals Policy and Procure and/or Grievance Policy & Procedure (staff and volunteers).
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Related Documents

Legislation: Privacy and Data Protection Act 2014 (Vic); Charter of Human Rights and Responsibilities Act 2006 (Vic); Occupational Health & Safety Act (2004)

Policies: Complaints & Appeals Policy & Procedure; Grievance Policy & Procedure; Whistleblower Policy & Procedure; OH&S Policy & Procedure; Privacy Policy & Procedure; Access & Equity Policy & Procedure

Other: Complaint Action Record; Complaints Register; Code of Ethics; Rules of Association; Funding Agreements

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