



DISPUTE/GRIEVANCE RESOLUTION POLICY

INTRODUCTION

In this policy, the term “employee” includes employees, workers, contractors, outworkers, apprentices, trainees, work experience students, member tracks and divisions and volunteers.

This policy applies to all employees, members and volunteers of the Western Australian Speedway Commission.

PURPOSE

This policy intends to provide a process for the quick and effective resolution of workplace disputes/grievances. Dispute/Grievance resolution is the process by which solutions are sought in response to an employee complaining or expressing concerns about (or perceptions of) problems in the workplace.

POLICY

General Provisions

The Commission has procedures for the resolution of complaints, disputes/grievances or problems raised by employees, where the complaints relate to work, the work environment or working relationships. These procedures are contained within the Commission’s Constitution and emphasise a collegial approach to dispute/grievance resolution through informal procedures and mediation and are designed to lead to a prompt and fair resolution of difficult problems.

Attempt informal resolution first.

- a) Employees and the Commission are encouraged to attempt informal dispute/grievance resolution prior to resorting to a more structured process.
- b) This informal process does not require documentation. However, sufficient notes should be made during the process.

Who should the employee contact?

- a) Ideally, an employee raising a dispute/grievance should try to resolve the matter with the person against whom the dispute/grievance exists. Where the dispute/grievance is in relation to a process and does not involve another person, the employee should involve their immediate supervisor. Either party to the dispute/grievance may choose to involve the supervisor to facilitate resolution at this informal level.
- b) Where the matter is related to conditions of work (e.g., workload), the employee should attempt to resolve the matter with the employee’s supervisor, in consultation with the supervisor’s manager. Where the supervisor is involved to facilitate resolution, the grievance may be lodged by the complainant verbally or in writing. If in writing, it must be signed and dated.

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Informal Resolution process

Parties to the grievance should endeavour to:

- i. amicably discuss and resolve the matter within 14 days of the dispute coming to the attention of each party;
- ii. identify all perspectives of the issue at hand; and
- iii. come to a mutually agreeable conclusion.

The outcome of the informal resolution process

- a) A successful outcome to an informal grievance process consists of all parties having had an opportunity to present their case, consensus by all on the decisions made, and any provisions for the resolution of the grievance. The parties should feel capable of working together in a professional capacity.
- b) If a resolution is not achieved at the informal stage because:
 - i. the grievance is of a more complex nature;
 - ii. the parties believe the informal process is not appropriate; or
 - iii. the complainant feels uncomfortable about approaching the subject of the complaint,
 - iv. then, formal dispute/grievance resolution should be undertaken as per Section 27. Resolving Disputes of the Commission's Constitution.

Formal Resolution process

If the parties are unable to resolve the dispute, any party to the dispute may initiate the formal grievance procedure by:

- i. Provide written notice to the Commission's General Manager of the parties and details of the dispute.
- ii. The Commission will form a Grievance Committee comprising members with relevant and valid experience and no conflict of interest. The Chair of the Committee *must be* an independent third party with no conflict of interest in the matter to be resolved.
- iii. A meeting of the Grievance Committee will be held within 28 days at a time and date suitable to all attendees. Regional representatives will be provided with the option to attend the meeting remotely via Teams or Zoom etc.
- iv. At the meeting, both parties will be given the opportunity to state their case and call upon any witnesses they have.
- v. General Manager will advise the outcome of the Grievance Committee's decision in writing within seven (7) days of the meeting.

The outcome of the formal dispute resolution process

- c) A successful outcome to a formal grievance process consists of all parties having had an opportunity to present their case, consensus by all on the decisions made, and any provisions for the resolution of the grievance. The parties should feel capable of working together in a professional capacity moving forward.
- d) If a resolution is not achieved at the formal stage, the next steps include
 - i. Mediation through an independent third-party; or
 - ii. escalation to the State Administrative Tribunal.

AUTHORISATION

The Board approved this policy at its 20 June 2023 meeting.