



GRIEVANCES AND DISPUTE RESOLUTION POLICY AND PROCEDURE

Responsible Officer	Executive Manager: Community Engagement.
Approved by	Chairman
Review by	Executive Manager: Community Engagement
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INTRODUCTION

The Community Veracity of Community Veracity is committed to reaching a speedy and just resolution of any disputes or grievances that may arise and that may threaten the harmonious functioning of the Community Veracity.

PURPOSE

This policy is designed to set out the process for resolution of disputes or grievances involving Community Veracity members that are unable to be resolved through respectful debate.

POLICY

Where possible disputes will be resolved by mediation.

RESPONSIBILITIES

It is the responsibility of the Chair to ensure that:

- Community Veracity members are aware of this policy;
- Disputes are handled respectfully, confidentially, and in accordance with natural justice.

It is the responsibility of the all Community Veracity Members to ensure that their usage of electronic media conforms to this policy.

PROCESSES

Subject to anything to the contrary contained within Community Veracity's constitution:

1. The parties to the dispute must meet and discuss the matter in dispute, and, if possible, resolve the dispute within 14 days after the dispute comes to the attention of all of the parties.
2. If the parties are unable to resolve the dispute at such a meeting, or if a party fails to attend that meeting, then the parties must, within 10 days, hold a meeting in the presence of a mediator.
3. The mediator must be –
 - (a) a person chosen by agreement between the parties; or



(b) in the absence of agreement, a person appointed by the Community Veracity.

A member of Community Veracity can be a mediator, but may not be a member who is a party to the dispute.

4. The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.
5. The mediator, in conducting the mediation, must –
 - (a) give the parties to the mediation process every opportunity to be heard;
and
 - (b) allow due consideration by all parties of any written statement submitted by any party; and
 - (c) ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
6. The mediator must not determine the dispute.
7. The mediation must be confidential and without prejudice.

If the mediation process does not result in the dispute being resolved, the parties may seek to resolve the dispute otherwise at law.