

QAHC Feedback and Conflict Management: Policy & Procedures Summary

Principles

- The resolution of conflict is the responsibility of all parties concerned.
- All parties are entitled to provide feedback both positive and negative on how the organisation is performing.
- Feedback and conflict can be opportunities to improve both individual and organisational effectiveness.
- Objective and open communication can reduce conflict situations quickly.
- Conflict is inevitable wherever there are people working and living together. Active management of conflict will however ensure that any conflict contributes to rather than undermines organisational health and wellbeing of the individuals involved.
- Strong partnerships between people associated with the organisation greatly facilitate the effective resolution of conflict when it occurs.
- All parties involved in conflict have a role to play in constructively resolving issues of concern.

A Three Stage Process

The complaint/grievance procedure is a means for you to resolve any issues of concern. It is a three-stage process and should be simple and easy to use.

When should a complaint or grievance be made?

You are encouraged to use these procedures if you are unhappy on the basis of the following:

1. an action (or inaction) or decision (or failure to make a decision) within the organisation which adversely affects you; or
2. the conduct of another person or persons associated with the organisation which adversely affects you.

What do you do?

Stage One

Where the issue of concern is in regard to the behaviours of an individual associated with QAHC, you are strongly encouraged to attempt to resolve the matter yourself, directly with the person concerned if at all possible. Feedback about a decision therefore should be provided directly to the decision maker and feedback in relation to a person's behaviour should be provided directly to the person concerned.

Stage Two

If efforts at Stage One of the procedure fail to resolve the matter, or meaningful discussion cannot occur for whatever reason, you may approach the respondent's supervisor for assistance. If you don't know who the supervisor is, speak to a QAHC staff member or refer to the Feedback and Conflict Management Policy for more information.

Stage Three

In the event that local efforts fail to resolve the matter to your satisfaction, you may refer the matter to Stage Three. At this stage the matter should be lodged, preferably in writing, to the General Manager.

If the respondent is a QAHC Director or Manager, Stages 2 and 3 are collapsed into one. If made orally, the complaint will be reproduced in writing by the General Manager or delegate who will ask you to sign the complaint to ensure accuracy.

What you can expect from the supervisor assisting in the resolution of the matter?

- Your concerns will be taken seriously.
- The rights of all concerned will be respected.
- You will be encouraged to take responsibility for your part in the conflict, as will relevant others.
- The respondent will be contacted and asked to respond.
- All perspectives on the issue will be gathered and considered
- Relevant policies will be consulted
- A resolution strategy will be developed and negotiated between you and other relevant parties
- The plan of action will be documented and monitored
- The outcomes will be documented and monitored

Appeals

If, at the end of Stage Three, you are dissatisfied with the outcome of the resolution process, you may formally approach the Board to request a review of the decision made by the General Manager. Appeals must be lodged in writing with the Secretary of the Board within 14 days notification of the General Manager's decision on the matter.

These procedures are available to anyone associated with the Queensland Association for Healthy Communities, who wishes to provide:

- Feedback (either positive or negative)
- Lodge a complaint, or
- Lodge a grievance (employees only)

QAHC is committed to responding to feedback:

- in a positive, open and objective manner;
- as locally and informally as possible in the first instance;
- by maintaining the respect and dignity of all concerned;
- by attempting to balance the needs of the organisation with those of the individual; and
- resolving concerns to the mutual satisfaction of all concerned, where possible.

QAHC expects individuals to seek resolution of their concerns in a constructive manner by:

- focusing on developing a common understanding;
- acknowledging any contribution on their part to the conflict; and
- taking any appropriate measures that will help to remedy the situation.

Further information

You can obtain a full copy of the '*Feedback and Conflict Management Policy*' from www.qahc.org.au/policies or by contacting your closest QAHC office.

QAHC Offices

North Qld (Cairns)

07 4041 5451

Central Qld (Maroochydore)

07 5451 1118

Brisbane & Southern Qld

07 3017 1777 or 1800 177 434