

AASP Conflict Resolution Policy for Members

This purpose of this policy is to provide a process for prompt, fair, and effective resolution of any grievance raised by members of the AASP. Solutions are sought in response to complaints or disputes within the association if a member or members are expressing concerns about (or perceptions of) problems within the AASP or with another member of the AASP.

Scope

The policy applies to all members and associate members of the AASP.

a) complaint or dispute between a member and another member

(b) complaint or dispute between a member and the Committee or policy.

Where 2 or more members believe they have an identical or common problem, they may take action together and the matter will be dealt with as a single complaint.

Where the member and the committee agree, the time limits set out in this policy may be extended.

Informal Conflict Resolution

A member raising a complaint should try to resolve the matter with the person with whom the complaint is against. This should be resolved within a 14 day time frame.

Informal grievance resolution does not require documentation.

If the parties to a dispute are unable to resolve the dispute between themselves within the time required time, the parties must within 10 days, notify the committee of the dispute and begin formal resolution.

Formal Conflict Resolution

A formal complaint must be lodged in writing. (*refer to table in the addendum below*)

Step 1: Raising a formal complaint

The complainant should raise the complaint with the AASP Committee Chairperson or another committee member if the complaint implicates the chairperson

The committee will determine the nature of the complaint and give consideration to the interests of all parties.

An investigation process will be required prior to a formal meeting. The extent of this process will depend on the specific circumstances of the case.

If the complaint involves other members of the association, they should be informed in writing and given an opportunity to provide their own evidence or perspective

If the complaint is with the committee or individual on the committee, an independent mediator must be appointed immediately. The mediator must be a person chosen by agreement

between the parties. It must be a person who has no personal interest in the dispute or bias in favour of or against any party.

Step 2: Responding to the complaint

The committee will respond promptly in writing to all parties.

If it is determined that a complaints meeting is required, all parties must agree to the involvement of the committee complaints authority as mediator and attempt in good faith to settle the dispute by mediation.

Step 3: Complaints meeting

If a complaints meeting is required, it will be held within 5 working days once determined as necessary.

The aim of the meeting is to establish facts and set a time frame for resolution.

The meeting will give opportunity for all parties to be heard and any evidence to be presented. Following mediation, all parties will decide whether to uphold or reject the complaint.

If the complaint is upheld or partially upheld, all parties must agree to what action is to be taken and how it is to be implemented.

Step 4: Outcome and resolution

The outcome should reflect what is fair and reasonable to all parties.

It should take into consideration what has been done in any previous similar cases within the AASP.

If disciplinary procedure is required, goals and time frame for improvement must be given in accordance with the AASP disciplinary policy.

All parties must be advised in writing about the outcome of any decision and this letter must advise of a right of appeal.

Appeal/Review

If the grievance has been rejected or partially rejected, the member has a right to appeal.

The appeal process will be in the form of a re-hearing or review and will be conducted by an independent mediator agreed upon by both parties.

All appeal / review processes are to follow the formal dispute procedure.

Responsibilities

The Committee must ensure any grievance is dealt with promptly and fairly and that confidentiality is maintained for those concerned.

All parties must refrain from using any abusive or emotive language.

Addendum – Formal Grievance Lodgement

State the names of parties involved	
State the nature of the Grievance	
Date issue was raised with the other parties	
What attempts have been made to resolve the issue	
The desired outcome of the resolution	
<u>Additional relevant information:</u>	
<u>Signature of complainant/s</u> Print name: Sign: Date:	