

## DISPUTE RESOLUTION POLICY

Policy number	1	Approved by Board on	15 September 2017
Responsible person	Executive Officer	Scheduled review date	June 2018

### VERSION CONTROL

Version No.	Date	Responsible person	Details
1	Aug 2017	K Holmes	Revised policy to merge and replace previous dispute resolution policies for RFCSV-G clients & employees.

### PURPOSE

The Rural Financial Counselling Service Victoria - Gippsland (RFCSV-G) recognises its obligation to offer fair and just dispute resolution processes in resolving complaints made by both Clients and Employees.

### SCOPE

This policy applies to all Employees and Clients of RFCSV-G

### REFERRING DOCUMENTS

WHS Policy & Procedure Manual  
RFCSV-G Code of Conduct  
Employment Contract  
Client Service Agreement & Declaration  
Case Management Framework

### POLICY

RFCSV-G's will ensure the facilitation and availability of mechanisms for a fair, reasonable and legal dispute resolution process for all Clients and Employees to resolve matters of concern as quickly as reasonably possible.

As per the rights and responsibilities of Clients and Employees outlined in the Client Service Agreement and the Workplace Relations Act 1996 (the Act), clients and employees have the right to be heard and matter resolved through :

- Internal grievance processes
- Direct contact with RFCSV-G's Board of Directors
- External independent mediation
- Direct Contact with the governing department

Relevant procedures are detailed within the Case Management Framework (Clients) and Work, Health Safety Policy & Procedure Manual (Employees) as aligned with the Act.

RFCSV-G will maintain an insurance register and holds current and adequate insurance to cover actions of Directors, Officers and Counsellors in the event of a claim against the service.