

DISPUTE RESOLUTION POLICY

Responsible person Executive Officer Scheduled review date **June 2021**

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. Approved by board 15 Sep 2017
2	21 Jun 2019	K Holmes	Biannual review completed, updated with minor changes. Next review due Jun 2021
2.1	13 Aug 2021	K Holmes	Minor changes highlighted and presented to Aug 2021 Board

PURPOSE

The Rural Financial Counselling Service (RFCS) - Gippsland 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 RFCS Gippsland.

REFERRING DOCUMENTS

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

POLICY

RFCS Gippsland 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, **as per WH&S Policy and Procedures**
- Direct contact with RFCS Gippsland 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.

All formal disputes must be in writing and directed to the Executive Officer.

RFCS Gippsland will maintain an insurance register and hold current and adequate insurance to cover actions of Directors, Officers and Counsellors in the event of a claim against the service.

