



Steps for resolving issues

Follow these steps to resolve a specific issue in a fair and timely way.

Follow the steps in sequence. Start by trying to resolve the issue with the other person involved if at all possible.

Only move to a more formal process if you are unable to reach a resolution, or have been advised to do so.

1 Self-resolution

Use Talk It Out cards to speak with the person concerned. Seek a shared understanding and an agreement on how to improve the situation.

NB This is easiest when all staff have been trained in 'Talk it Out'.

Agreement reached

2 Triage

Take your issue to your manager. They can further support self-resolution or advise on other options.

3 a: Supported self-resolution

An informal resolution is implemented using your manager as a facilitator to assist the people involved to reach an agreement.

b: Formal complaint

If informal processes have been unsuccessful, or the issue is considered a serious disciplinary one, a formal grievance can be lodged. (Refer to our full Grievance Policy document for how to do that).

4 Higher-level management

If you are unhappy with the way the issue is being handled, or with the resolution, you can appeal to a higher level of management. They will reconsider the issue.

Agreement reached

Talk it Out

Your manager helps you and the other person involved to reach a joint agreement on how to improve the situation.

Other interventions

If it does not respond to Talk it Out or needs follow-up, other interventions (eg coaching, training or performance counselling) may be considered.

Formal disciplinary action

If your complaint is substantiated, appropriate disciplinary action will be taken.

Monitor issue

If there is insufficient evidence to substantiate a complaint, the people and situation will be monitored and/or general training will be considered.