



## PROCESS FOR CONFLICT RESOLUTION

This policy explains the need for a model that serves the needs for all those who work at the Golden Bay Workcentre Trust in times of conflict.

Student to Student  
Tutor / Admin Staff to Student  
Tutor to Tutor

The Policy for Conflict Resolution at Trust level and/or with Stakeholder agencies is/are outlined in the Code of Ethics, Code of Practice and Student Code of Practice.

### **POLICY STATEMENT:**

The Golden Bay Workcentre Trust will provide an opportunity for grievances to be heard in a safe and supportive manner and, if possible, for resolution to be achieved. The Workcentre will ensure that those involved will be heard, will feel respected and valued, and that their point of view is acknowledged as being their own interpretation of the issue in question.

### **PROCEDURE**

- In the matter of any grievance arising at the Golden Bay Workcentre Trust in which the Process for Conflict Resolution Policy is required then timeliness will be of the essence. The Manager or designate (depending on the particular set of circumstances) shall take all reasonable steps available to them to progress the process to an acceptable outcome for all parties. The Manager will ensure that the process and resolution are comprehensively documented.
- Parties involved will be encouraged to discuss the issue and to try to deal with this themselves before involving others in the conflict.
- If one, or both, of the parties still feel the conflict is unresolved this is to be reported to the Manager or Trustees (if the issue is with the Manager then the matter is to be reported to the Chairperson of the Board). The position of the Manager is not to act as a Mediator, but to ensure that all options have been considered and that no situations are left unsafe, e.g. in the case of an allegation of sexual harassment, where parties may need to be kept separate until their safety is assured and the process of formal conflict resolution has moved to the next stage.
- The Manager will recommend that the parties agree to involve a Mediator. This will be someone from outside the Workcentre staff who is appropriately skilled and experienced.
- The complainant will be asked to put the complaint in writing and the person to whom the complaint is about shall put their response in writing. Note: The act of submitting a complaint in writing makes it a formal complaint.

- A confidential and mediated meeting will then take place involving the parties concerned and the appointed Mediator. The Mediator will report to the Manager throughout the process bearing in mind the principles and practices of confidentiality.
- It may be that other staff or students need to be involved in the process at this point. It will be the responsibility of the Mediator, in consultation with the concerned parties, to make the decision about the involvement of other persons at this time (or at any subsequent point in the process of achieving resolution).
- All care will be taken at all times to ensure that confidentiality is not breached, unless there is an acknowledged risk to the safety of any of the parties involved.
- The Mediator will have, as a desired goal, an action plan that supports both (or all) parties and the Golden Bay Workcentre Trust Code of Ethics.
- The issue will be discussed thoroughly through the vehicle of the Mediator. The desired outcome will be the reaching of a mutually acceptable resolution. The outcome will be documented.
- If it is a programme specific issue, the appropriate and relevant agency may be advised of the matter by invoking Disputes Resolution and Complaints Procedure process. This will include, but not be limited to: NZQA, MSD, MOE/GBHS, TEC. If a resolution is still not possible, the complaint shall be forwarded to the Trust who shall appoint 3 people to make a ruling. This may be called **arbitration**.
- If the arbitrated ruling is appealed by either party, the Trust shall appoint 3 different people, at least one of whom is external to the Trust. Either party to the dispute may veto 1 name each. The finding of the appeal will be final, although either party obviously has the right to pursue civil action.