

The following Procedures are available for anyone associated with Queensland AIDS Council or Queensland Positive People, who wish to provide;

- > Feedback (either positive or negative)
- > Lodge a complaint, or
- > Lodge a Grievance (employees only)

Please use the form attached.

QuAC and QPP are committed to responding to feedback:

- > in a positive, open and objective manner;
- > as locally and informally as possible in the first instance;
- > by maintaining the respect and dignity of all concerned;
- > by attempting to balance the needs of the organisation with those of the individual; and
- > resolving concerns to the mutual satisfaction of all concerned, where possible.

QuAC and QPP expect individuals to seek resolution of their concerns in a constructive manner by:

- > focusing on developing a common understanding;
- > acknowledging any contribution on their part to the conflict; and
- > taking any appropriate measures that will help to remedy the situation.

Further information

You can obtain a full copy of the 'Feedback and Conflict Management Policy for QuAC and QPP' from www.quac.org.au or by contacting your closest QuAC or QPP office.

QuAC Offices

Brisbane	07-3017-1777
Gold Coast	07-5575-6966
Sunshine Coast	07-5441-1222
Townsville	07-4721-1384
Cairns	07-4051-1028

QPP Offices

Secretariat	07-3017-1759
Allen Street	07-3846-3939
Gold Coast	07-5575-6966
Sunshine Coast	07-5441-1222
Mackay	07-4593-5071
Rockhampton	07-4926-6690
Townsville	07-4721-5003
Cairns	07-4051-1028

Feedback

And

Conflict Management

A Three-Stage Process



QuAC



Principles

- > The resolution of conflict is the responsibility of all parties concerned.
- > All parties are entitled to provide feedback both positive and negative on how the organisation is performing.
- > Feedback and conflict can be opportunities to improve both individual and organisational effectiveness.
- > Objective and open communication can reduce conflict and help resolve conflict situations quickly.
- > Conflict is inevitable wherever there are people working and living together. Active management of conflict will however ensure that any conflict contributes to rather than undermines organisational health and wellbeing of the individuals involved.
- > Strong partnerships between people associated with the organisation greatly facilitate the effective resolution of conflict when it occurs.
- > All parties involved in conflict have a role to play in constructively resolving issues of concern.

A Three Stage Process

The complaint/grievance procedure is a means for you to resolve any issues of concern. It is a three-stage process and should be simple and easy to use.

When should a complaint or grievance be made?

You are encouraged to use these procedures if you are unhappy on the basis of the following:

- I. an action (or inaction) or decision (or failure to make a decision) within the organisation which adversely affects you;

or

- II. the conduct of another person or persons associated with the organisation which adversely affects you.

What do you do?

Stage One

Where the issue of concern is in regard to the behaviours of an individual associated with QuAC/QPP, you are strongly encouraged to attempt to resolve the matter yourself, directly with the person concerned if at all possible. Feedback about a decision therefore should be provided directly to the decision-maker and feedback in relation to a person's behaviour should be provided directly to the person concerned.

Stage Two

If efforts at Stage One of the procedure fail to resolve the matter, or a meaningful discussion cannot occur for whatever reason, you may approach the respondent's supervisor for assistance. If you don't know who the supervisor is, speak to a QuAC staff member or refer to the Feedback and Conflict Management Policy for more information.

At this stage of the process, the attached form must be completed by you or by the supervisor in consultation with you. A copy of this form, when completed, will be forwarded to the General Manager irrespective of the outcome.

Stage Three

In the event that local efforts fail to resolve the matter to your satisfaction, you may refer the matter to Stage Three. At this stage, the matter should be lodged preferably in writing to the General Manager or if relating to a QPP Member, with the QPP Statewide Convenor.

If the respondent is a QuAC Director or Manager, or a QPP Secretariat member, Stages 2 and 3 are collapsed into one.

If made orally, the complaint will be reproduced in writing by the General Manager/QPP Convenor or delegate who will ask you to sign the complaint to ensure accuracy.

What you can expect from the supervisor assisting in the resolution of the matter?

- > Your concerns will be taken seriously
- > The rights of all concerned will be respected
- > You will be encouraged to take responsibility for your part in the conflict, as will relevant others
- > The respondent will be contacted and asked to respond
- > All perspectives of the issue will be gathered and considered
- > Relevant policies will be consulted
- > A resolution strategy will be developed and negotiated between you and other relevant parties
- > The plan of action will be documented and monitored
- > The outcomes will be documented and monitored

Appeals

If, at the end of Stage Three, you are dissatisfied with the outcome of the resolution process, you may formally approach the Board to request a review of the decision made by the General Manager. For QPP matters, you may formally approach the Statewide Secretariat to request a review of the decision made by the Statewide Convenor. Appeals must be lodged in writing with the Secretary of the Board/Deputy Convenor of the Secretariat within 14 days of notification of the General Manager's/Convenor's decision on the matter.