

Dispute Resolution Policy

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1. Policy Statement

Service and Creative Skills Australia (SaCSA) is committed to establishing and maintaining positive relationships with external stakeholders and is dedicated to resolving these conflicts in a fair, transparent and collaborative manner. This Policy outlines the principles and processes SaCSA follow to address and resolve any disputes with external stakeholders.

2. Scope

This policy applies to all external stakeholder of SaCSA, including but not limited to customers, clients, vendors, partners, regulatory bodies, and any other entities with which SaCSA engages in business relationships.

3. What is Dispute Resolution

Dispute resolution is the process of concluding disputes through negotiated, mediated, or arbitrated outcomes. Various reasons can lead to disputes, including competing interests, unresolved problems, personality clashes, poor communication, unclear responsibilities, and inappropriate behaviour.

4. Dispute Resolution Principles

When investigating, addressing and resolving disputes with external stakeholders, SaCSA is guided by the principles of:

- **Fairness** – all parties involved in a dispute will be treated fairly and impartially.
- **Transparency** – the dispute resolution process will be transparent, with clear communication about the steps involved, expected timelines, and the criteria for resolution.
- **Collaboration** – SaCSA is committed to working collaboratively with all involved parties to find mutually agreeable solutions.
- **Confidentiality** – all information related to the dispute and the resolution process will be kept confidential within legal and ethical boundaries.

5. Process to Resolve Disputes

In the event of a dispute with an external stakeholder, SaCSA will follow a structured process aimed to achieve a prompt and fair resolution. These steps may include:

Direct Communication: Encouraging open and direct communication between parties involved to understand the concerns of the dispute, and work through potential resolutions.

Mediation: If direct communication does not lead to resolution, SaCSA may suggest mediation, involving an impartial third party to facilitate discussions and negotiations.

Negotiation: Engaging in negotiation to reach a mutually agreeable solution and taking into consideration the interests and concerns for both parties.

Arbitration: If mediation is unsuccessful, the parties may agree to submit the dispute to arbitration, where an impartial arbitrator will make a binding decision based on the presented evidence.

6. Continuous Improvement

SaCSA is committed to continuous improvement in our dispute resolution process. Feedback from external stakeholders involved in the dispute resolution process will be considered to enhance SaCSA practices.

This extends to providing training to any SaCSA Team Members who are involved in the dispute resolution process, so that they are equipped with the necessary skills to handle conflicts effectively and professionally.

7. Compliance with Laws and Regulations

All dispute resolution activities will be conducted in compliance with applicable laws and regulations. This Policy is subject to periodic review to ensure its effectiveness and relevance. SaCSA is committed to fostering positive and constructive relationships with external stakeholders through fair and transparent dispute resolution process.

8. Breach of Policy

Non-compliance with this Policy will be viewed as a serious matter. Where an actual or suspected breach of the Policy occurs, SaCSA may take disciplinary action up to and including termination of employment or services.

9. Version Control

Version	2
Owner:	Director, Operations
Approved By:	CEO
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