



Dispute Resolution Procedure

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1. Dispute Resolution

The Following guidelines are recommended to deal with grievances raised by staff and employees of BLH Engineering and Construction Pty Ltd and its enterprises.

1.1 Purpose

1. To provide a mechanism for staff and employees to have their grievances and complaint dealt with in a professional manner.
2. To resolve any disputes where a complaint has been received to the satisfaction of both parties.
3. Achieve an outcome in a balanced, efficient and effective manner.
4. No party shall be prejudiced as to the final decision.

1.2 Procedure

It is recommended that where a person or persons have a grievance they should:

1. Identify the issues concerned, attempt where possible to place all grievance in writing.
2. Where an employee has a dispute or grievance, they shall in the first instance attempt to resolve the matter with their immediate supervisor, who shall respond to such request as soon as is deemed reasonable practicable.



3. If the grievance or dispute is not resolved under sub section [b], it may have to be referred to the next higher level of management.
4. The levels of Management are:
 - Supervisor
 - Business Administration Manager
 - Managing Director.

If in the event of the complaint or grievance involves one or more of the above it is suggested to approach the next person in line above them

1.3 Supervisors Responsibility

The Supervisor must, after receiving a complaint:

1. Meet with all parties and discuss the issues, concerns raised in relation to the complaint or grievance, this must be completed as soon as reasonable practicable under the circumstances.
2. Consider all issues and if necessary contact the next level of management for guidance or assistance.
3. Investigate and make arrangements for all parties involved to take part in the resolution of the dispute.
4. Through all stages all parties will record the relevant facts.
5. While the grievance or dispute is being investigated, normal work is to be continued except in the case of a genuine safety issue.

1.4 Response

Consider all issue, concerns and information and develop a response that is accepted by all parties involved.

1.5 Resolution

All parties must be in agreement with the resolution, if unable to reach an agreement, compile a report to the Business Administration Manager for consideration and action.

1.6 Personnel Manager Responsibility

The Business Administration Manager must, after receiving a complaint:



1. Meet with all parties and discuss the issues, concerns raised in relation to the complaint or grievance, this must be completed as soon as reasonable practicable under the circumstances.
2. Consider all issues and if necessary contact the next level of management for guidance or assistance.
3. Investigate and make arrangements for all parties involved to take part in the resolution of the dispute.
4. Through all stages all parties will record the relevant facts.
5. While the grievance or dispute is being investigated, normal work is to be continued except in the case of a genuine safety issue.

1.7 Response

Consider all issue, concerns and information and develop a response that is accepted by all parties involved.

1.8 Resolution

All parties must be in agreement with the resolution, if unable to reach an agreement, compile a report to the Managing Director of BLH Engineering & Construction Pty Ltd for consideration and action.

1.8A Business Administration Manager – Contact Details

Georgina Wylde: 03 6383 4333

PO Box 141
Beaconsfield
Tasmania 7277

1.9 Managing Director.

If a complaint or grievance cannot be resolved and the complaint is forwarded to the Managing Director it shall:

Investigate the complaint; investigations can include gathering information regarding the complaint or grievance.

1. The Managing Director will allow advocates to attend meetings. All parties must agree to those attending the meeting.

2. The Managing Director should encourage the parties to reach a solution by mutual agreement. Where possible discuss options available to the parties. Where the parties cannot or unable to reach an agreement, make a decision in relation to the complaint taking into account all relevant legislation and polices.



Where there is no clear policy, the Managing Director can make decisions only if the decision is consistent with the general aims and objectives of BLH Engineering and Construction Pty Ltd.

3. All parties shall be advised as soon as is reasonable practicable of the decision in writing.
4. All decisions and reason for decisions shall be recorded and correspondence should be treated confidentially.

1.10 Unresolved Grievances

In the event all avenues have been exhausted and an agreement cannot be reached, the matter can be directed to the appropriate authority for further action.

1.11 Right of Entry

1. Where awards or agreement are to apply, rules applicable to the entry of union officials are to be clarified for site supervision;
2. Entry requirements may be required to take into account site visitors and safety rules;
3. Applicable State and Federal legislation should be summarised for ease of understanding by site personnel and;
4. Where Enterprise agreements are used, the effect of the operation of the enterprise agreement should be outlined in relations to traditional award rights for site managers.