

ISSUE RESOLUTION POLICY

At **[Organisation Name]**, we are committed to promptly and effectively resolving issues that may arise in the workplace. This policy outlines the procedures and responsibilities for addressing various types of concerns or conflicts to maintain a positive and productive work environment.

Scope

This policy applies to all employees, contractors, clients, and stakeholders associated with **[Organisation Name]**. It encompasses a wide range of issues, including but not limited to interpersonal conflicts, work-related disputes, ethical concerns, discrimination, harassment, safety violations, and breaches of company policies.

Responsibilities

Management:

- Management is responsible for creating a work culture that promotes open communication and encourages employees to raise concerns without fear of retaliation.
- They are responsible for promptly addressing reported issues, conducting fair and impartial investigations, and taking appropriate corrective actions.
- Management must ensure that all employees are aware of the issue resolution procedures and have access to the necessary resources and support.

Human Resources:

- Human Resources (HR) is responsible for providing guidance and support to employees and management in resolving workplace issues.
- They are responsible for facilitating conflict resolution processes, mediating disputes, and conducting investigations into more serious matters.
- HR must maintain confidentiality throughout the resolution process and ensure that all parties involved are treated fairly and respectfully.

Employees:

- Employees are responsible for raising concerns or issues promptly and following the appropriate channels outlined in this policy.
- They must cooperate with any investigations or resolution processes initiated by management or HR and provide accurate and relevant information.
- Employees should maintain professionalism and respect for others throughout the issue resolution process, regardless of the nature of the conflict.

Issue Resolution Procedures

Informal Resolution: Whenever possible, individuals involved in a dispute or issue should attempt to resolve it informally through open communication and mutual understanding. This may involve discussing the matter directly with the person(s) involved or seeking assistance from a supervisor or HR.

Formal Resolution: If an issue cannot be resolved informally or if it involves serious allegations, formal resolution procedures will be initiated. This may include filing a formal complaint with HR or escalating the matter to higher management for review and action.

Investigation: In cases where a formal complaint is filed, management or HR will conduct a thorough investigation to gather relevant information and evidence. This may involve interviewing witnesses, reviewing documentation, and collecting statements from all parties involved.

Decision and Action: Based on the findings of the investigation, management or HR will make a decision regarding the resolution of the issue. This may involve implementing corrective actions, providing mediation or conflict resolution services, or taking disciplinary measures as necessary.

Follow-Up and Monitoring: After the issue has been resolved, management or HR will follow up with the parties involved to ensure that the resolution is effective and that any necessary support or further action is provided. They will also monitor the situation to prevent similar issues from occurring in the future.

Confidentiality and Non-Retaliation

Confidentiality will be maintained throughout the issue resolution process to protect the privacy of individuals involved and to encourage open communication. Additionally, **[Organisation Name]** prohibits retaliation against individuals who raise concerns or participate in the issue resolution process in good faith.

Review and Updates

This policy will be reviewed regularly to ensure compliance with relevant legislation and best practices. Updates may be made as necessary to reflect changes in the law or organisational requirements.

Authorised by

[Sign]

[Name]

[Position]

[Company]