BUNBURY REGIONAL COMMUNITY COLLEGE

Flow chart of the Complaints, Disputes and Grievances Policy and Procedure

DISCUSSION
The person with a concern (the complainant) discusses the matter with the person responsible for their concern (the respondent)

MATTER RESOLVED

NO RESOLUTION

The parties may bring a support person to the meeting.

MEDIATION
When discussion is not possible or does not resolve the concern:

- **The complainant or respondent asks the immediate supervisor to convene a mediation meeting;**
- **A second mediation meeting can be requested when the first mediation does not resolve the matter;**
- **The second mediation will be supervised by the Principal (or an independent party if the Principal is already involved or the Chair of College Council).**

MATTER RESOLVED

NO RESOLUTION
(after 10 working days)

The parties may bring a support person to the meeting.

ARBITRATION
Chair of College Council appoints independent arbiter.

MATTER RESOLVED

This dispute resolution process does not preclude parties from seeking legal resolution