



ACT Rural Fire Service
Standard Operating Procedure 1.11
Dispute Resolution

1.11
Administrative
Management

Purpose

To outline the dispute resolution process to be followed within the ACT Rural Fire Service.

Operating Procedure.

Principles

1. Grievances and disputes are to be resolved at the lowest appropriate level.
2. Grievances and disputes are to be managed according to the principles of natural justice and procedural fairness.

Step One

- The matter is to be raised between the parties directly and if possible resolved in a timely manner at that level.

Step Two

- If the matter cannot be resolved between the parties directly then the matter should be referred to the relevant brigade officer or the Brigade Executive to help reach a resolution.

Step Three

- If the matter is unable to be resolved at Brigade Executive level within a reasonable timeframe, then either party, or the Brigade Executive, should seek the assistance of the Manager, Membership to help resolve the matter.
- The Manager, Membership should either resolve the matter within 28 days, or advise the parties, in writing, within 28 days, of the process planned for the resolution of the matter.
- The Manager, Membership may use whatever resources are available (internal or external) to assist with a resolution.
- If the matter is unable to be resolved through:
 - a. Agreement;
 - b. Negotiation; or
 - c. Mediation



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Then the Manager, Membership may determine the matter and advise the parties.

- Where the grievance or dispute involves the Manager, Membership, as a party to the dispute or grievance, the above steps should be followed. In such a case where the process above mentions Manager, Membership substitute Chief Officer or Deputy Chief Officer of the RFS.

Step Four

- If the aggrieved party(s) is/are not satisfied with the determination they may request the Chief Officer or Deputy Chief Officer to review the matter.
- The request to review must be in writing, setting out the reasons for review and made within 14 days of the advice of the determination.
- The review of the determination will be limited to matters of natural justice and procedural fairness.
- The Chief Officer may request the determination be reconsidered.
- The Chief Officer will advise the aggrieved party(s) in writing of the result of the review.

Step Five

- If the matter is discrimination or harassment in nature and either party is of the view that the matter has not successfully been dealt with, the normal rights of referral to an external conflict resolution, such as the Human Rights Commission, still exists. However, if at all possible, the steps outlined above should be given the best opportunity to resolve the matter before it is referred externally.

Maintained By: Manager, Membership

Approved By: Andrew Stark

Position: Chief Officer RFS

Signature:

A handwritten signature in black ink, appearing to be 'Andrew Stark', written over a light green rectangular background.

Date: 15/02/2011



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Cross Reference SOP/s: SOP 1.10 Code of conduct and ethics of RFS members
SOP 1.15 Management of brigade funds

Amendments: