

Check-up: Our dispute resolution processes

All of the statements below are about the best-practice processes and systems your organisation has for managing disputes and addressing complaints, grievances and appeals. Tick your level of agreement or disagreement with each and then note what priority it is for your organisation.

Statements	Strongly agree	Agree	Not sure	Disagree	Strongly disagree	Priority (low/med/high)
Our organisation's governing body is able to effectively address conflicts of interest or corrupt behaviour in its own duties.						
Our governing body is able to effectively respond to complaints from members or the community over unfair dealings by the organisation or a member of the governing body itself.						
Our governing body is able to adjudicate the grievances of its members in a consistent and non-politicised way.						
The leaders of our governing body have sufficient status and credibility in the community to be able to make decisions about disputes and see that recommendations are implemented.						
Our organisation has a well-publicised, written procedure that its members can use to raise any complaint or grievance about any aspect of the organisation's operation.						
Our organisation has a well-publicised, written procedure that its members can use to appeal against any decision made against them by the governing body or management team.						
Our management team is able to deal with internal staff disputes or complaints according to established procedures and with fairness.						
Our organisation can successfully resolve any conflicts and tensions between the CEO and governing body over their separate roles and powers.						
The governing body is able to effectively deal with internal grievances raised by management and staff members with fairness, transparency and impartiality.						

The governing body and management team are able to effectively deal with external complaints from key stakeholders with fairness, transparency and impartiality.						
Our organisation has designed rules and procedures for dispute and complaints that are seen to be effective and legitimate by our community members, and also have credibility with non-Indigenous stakeholders.						
The members of our governing body have skills and experience in mediation, negotiation and dispute resolution.						
Our executive managers have skills and experience in mediation, negotiation and dispute resolution.						
Our governing body members and senior managers have had training in alternative dispute resolution and/or mediation.						
Our organisation consults staff members, managers and community members on important issues, pre-empting or resolving conflicts and complaints so they are not left to simmer.						
Our organisation has designed innovative ways of using traditional authority and dispute resolution processes to assist in resolving disputes where appropriate.						
Our organisation has a code of conduct and policies that set out the guidelines for how the governing body and management should deal with disputes and grievance.						
Our organisation has guidelines for using external mediators, arbitrators or counsellors to deal with internal conflicts or complaints.						
Our staff and community members know that their complaint will be fully, fairly and respectfully discussed by the management team and governing body.						
Parties to the complaint procedure are given a full, fair and objective hearing by our organisation.						
Our organisation has confidentiality guidelines for addressing disputes or complaints, and these are respected and enforced.						