

Policies	POL 42	 ● consolidatedgroup.com.au
RESOLUTION OF DISPUTES POLICY		

PURPOSE

Consolidated Group of Companies is committed to maintaining a safe, respectful, and productive workplace where concerns, disputes, and misunderstandings are addressed promptly, fairly, and professionally.

This policy provides a structured process for resolving workplace disputes while supporting open communication, procedural fairness, and the wellbeing of all parties involved.

OBJECTIVES

Consolidated Group aims to:

- Resolve workplace disputes at the earliest possible stage through open and respectful communication.
- Ensure all parties are heard and treated fairly.
- Prevent escalation of conflict, harassment, or unsafe behaviour.
- Maintain professionalism, confidentiality, and procedural fairness throughout the process.
- Support positive working relationships and a cohesive workplace culture.

DISPUTE RESOLUTION PROCESS

1. Informal Resolution

Employees are encouraged to raise concerns early and attempt to resolve issues through respectful discussion with the other party or their immediate Supervisor.

2. Management Involvement

Where informal resolution is not successful or appropriate, the matter should be escalated to Management. Management will:

- Listen to all parties involved
- Review relevant information and facts
- Work collaboratively to identify a reasonable resolution

3. Mediation

If a resolution cannot be achieved, a meeting may be arranged with a **neutral mediator**, internal or external, to facilitate discussion and assist the parties in reaching an outcome.

4. Serious or Formal Complaints

Matters involving alleged harassment, discrimination, bullying, victimisation, or unlawful conduct must be reported to Management or Human Resources and will be managed in accordance with applicable legislation and company policies. Where required, matters may be referred to external authorities.

5. Conduct During the Process

All employees must behave professionally and respectfully throughout the dispute resolution process. **Retaliation or victimisation** against any person involved in a dispute or investigation is strictly prohibited and may result in disciplinary action.

6. Support and Outcomes

Consolidated Group will provide reasonable support and resources to ensure disputes are

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managed fairly. Outcomes may include agreed actions, training, mediation outcomes, or disciplinary action where appropriate.

RESPONSIBILITIES

- **Management**
Responsible for managing disputes professionally, impartially, and in a timely manner, ensuring procedural fairness and confidentiality where practicable.
- **Employees and Contractors**
Responsible for raising concerns appropriately, participating honestly in the process, and complying with this policy.

RELATED PROCEDURES

- Employee Handbook – Manual M1
- Code of Conduct
- Anti-Bullying and Harassment Policy

COMMITMENT

This policy applies to all Consolidated Group directors, management, employees, contractors, and suppliers and forms part of the conditions of engagement.

Approved



Theo Tsorvas

Director

Date 13.12.2025