This procedure provides a fair and transparent process for the resolution of grievances and complaints raised by staff regarding employment related matters, including those involved in this program.

Common examples of workplace conflicts may include (but not limited) to:

* Leadership conflict
* Work style differences
* Cultural-based dissension
* Personality clashes.

In managing and resolving complaints/grievances the following process in recommended:

# First Level Action: Facilitation

* Attempt to resolve the complaint/grievance informally themselves at the workplace level, by raising their concern with the other party or parties involved in the grievance, if they feel able to do so.
* If a staff member does not feel able to raise concerns with the other party or parties involved in a grievance, the staff member should raise their concerns with their appropriate line manager, or ‘Scientists in the Clinic’ program coordinator.

# Second level: Next Steps

* If the complaint/grievance is not resolved at the first level, please refer to your insert organisation name organisational policy or P&C Contact for further clarification on this matter.

Familiarise yourself with insert organisation name Complaints Procedure (Appendix insert number ) and take time to refresh your knowledge and understanding of these.