

# Solving Problems at Work

**THE STEPS YOU NEED TO TAKE** Most problems in the workplace can be resolved informally through discussion and consultation but there are times when this doesn't work. That's why your Agreement includes a Dispute Resolution Procedure.

This procedure can help resolve grievances about your rights and entitlements that arise under the Agreement or in relation to the National Employment Standards. The procedure is designed to resolve problems appropriately and quickly. It also provides clear guidelines of how to proceed and appropriately escalate.

## WHO QUALIFIES FOR DISPUTE RESOLUTION

The Dispute Resolution Procedure can be used to fix individual complaints as well as problems that affect groups of employees, teams or even business units.

Working collectively to resolve problems can help us get the best outcome. How? Collective action usually demonstrates the problem is widespread and important to you, so we are more likely to get the attention of decision makers plus the appropriate action.

Union members have the right to representation throughout the dispute resolution process so make sure you consult you FSU Rep or Organiser - or call the Member Rights Centre on 1300 366 378

Two types of problem usually arise at work, collective and individual. When collective problems come up, working with other union members often gets the best results. For support talk to your local FSU Rep or Organiser, or call the Member Rights Centre.

## HOW THE PROCESS WORKS:

**STEP 1:** Raise the issue with your immediate People Leader who will attempt to resolve the matter. Remember, you can be represented by the FSU from the outset. If it is not appropriate to raise it with your immediate People Leader, go to Step 2

**STEP 2:** If the matter is not resolved, or discussion with your immediate People Leader is not appropriate, take it to your People Leader's manager

**STEP 3:** If the matter is still not resolved, it now needs to be referred to the head of your business unit and the appropriate FSU official

**STEP 4:** If the dispute continues to be unresolved, the National Office of FSU will refer it to NAB's Workplace Relations team

**STEP 5:** If agreement still can't be reached, the issue may be referred to the Fair Work Commission for conciliation

**STEP 6:** If conciliation fails to resolve the dispute, the Fair Work Commission can be asked to decide the matter by arbitration.

While working through the five steps of the Dispute Settlement Procedure, work should continue as normal.

If the matter is not resolved through conciliation, you also have the option of arbitration at the Fair Work Commission. The Arbitrators decision is binding on all parties.

As a member of the FSU, you can choose to be represented by the FSU throughout this Dispute Resolution Process. There is nothing to stop you from contacting us for assistance, guidance and representation at any stage - even if you are trying to resolve a problem informally.

The above information is based on clause 64 of the NAB Enterprise Agreement 2016.

1300 366 378

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