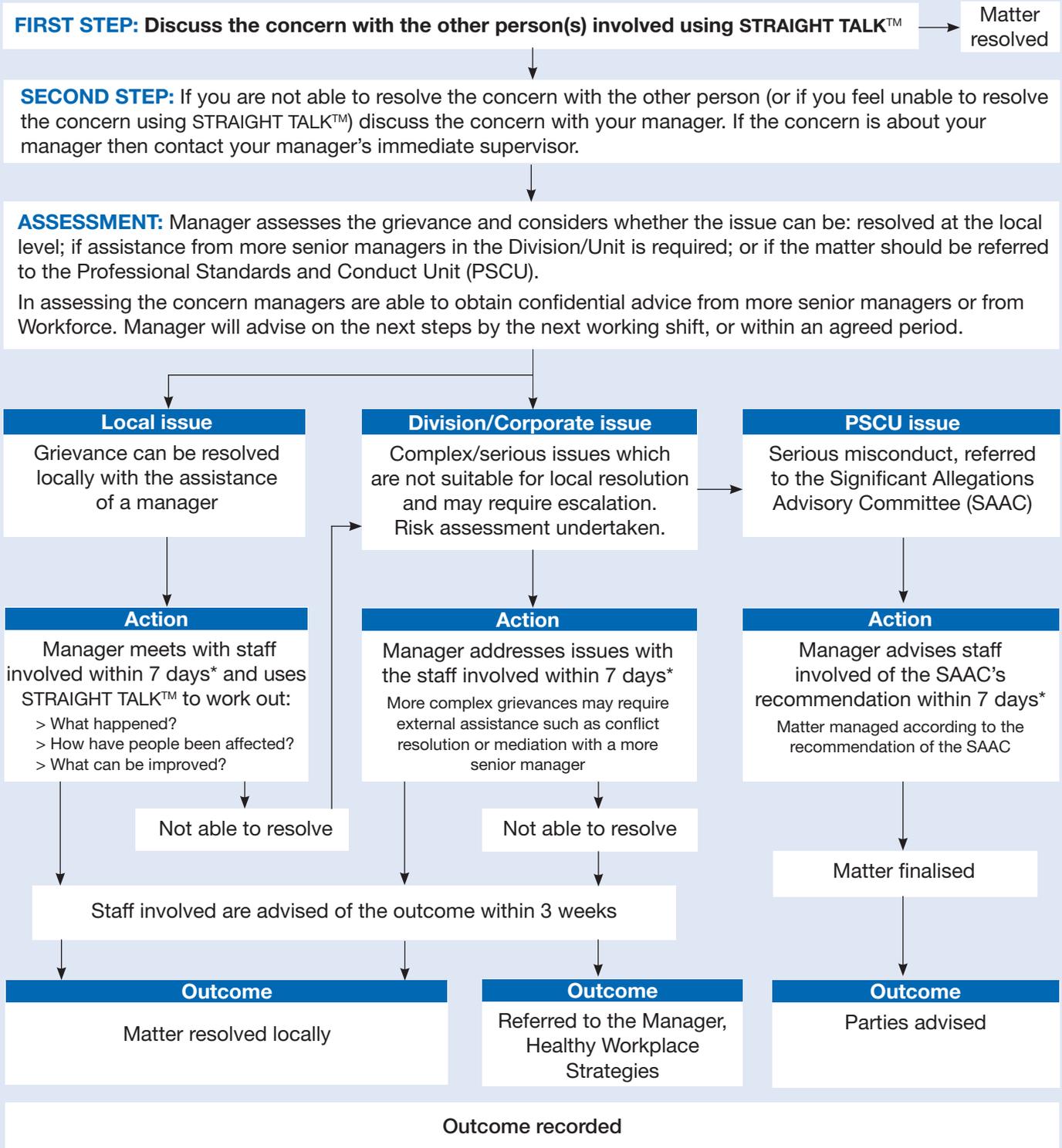




Grievance Resolution Flowchart

Respectful Workplace



* If the required action has not been achieved in 7 days due to rostering/staff availability, it should be completed at the earliest opportunity.

Grievances can be about a wide range of matters however many grievances involve some form of interpersonal workplace conflict which can be resolved using STRAIGHT TALK™ approach. This flowchart summarises the steps in the grievance resolution process. Assessment outlines are found in the Grievance Resolution (Workplace): for the Department of Health and Public Health Organisations PD 2005_584, for further information refer to the Dept of Health website. For more information about STRAIGHT TALK™ go to the Respectful Workplace pages on the Intranet. ™ denotes the trademark of ProActive Resolutions Inc, used under license by the Ambulance Service of New South Wales.