

Dispute Resolution Policy and Process

IRP's approach and service model is underpinned by proactive measures aimed at preventing disputes.

Preventative Measures to Avoid Disputes

- **Transparency:** Unless of a confidential nature, communication with Clients and Candidates is open and honest with the purpose creating a constructive, positive outcome.
- **Regular Check-ins:** Schedule regular one-on-one meetings between supervisors and hired staff to discuss performance and any concerns.
- **Comprehensive Onboarding:** Implement a thorough onboarding program that covers company policies, workplace culture, and conflict resolution procedures.
- **Open-Door Policy:** Encourage an open-door policy where candidates feel comfortable discussing concerns without fear of repercussions.
- **Feedback Mechanisms:** to gather insights on workplace culture and areas for improvement.
- **Mediation Programs:** where Account Managers help facilitate discussions between conflicting parties.
- **Regular Evaluations:** Conduct regular performance evaluations to provide constructive feedback and address any issues early on.
- **Access to Counselling:** we offer an employee assistance programs (EAPs) allowing employees to anonymously seek counselling and support for personal or work-related issues.
- **Ongoing Assessment:** Regularly review and update company policies to ensure they remain relevant and effective in preventing disputes.

Dispute Resolution Process

In the event of a dispute, IRP follows a process which is designed to effectively address any issues that may arise between IRP, our clients and candidates. This process aims to maintain a positive working relationship while providing clear steps and timeframes for resolution.

1. Initial Reporting

- **Timeline:** Within 48 hours of the issue arising.
- **Action:** Candidates should report the grievance directly to their IRP Account Manager, immediate supervisor or designated Client contact.
- **Documentation:** A brief written electronic account of the issue should be submitted, outlining key details (date, time, nature of the dispute).

2. Informal Resolution

- **Timeline:** Within 5 business days of reporting the issue.
- **Action:** The IRP Account Manager will arrange an informal meeting with the Candidate to discuss the issue. Both parties will explore potential solutions collaboratively.
- **Outcome:** Document any agreed-upon solutions or actions and confirm with both parties.

Owner MLOC	Creation Date 10 March 2013	Version EMR-06	Review Date 16 th January, 2023	Page 1 of 3
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3. Formal Grievance Submission

- **Timeline:** If the issue is unresolved after informal discussions, the Candidate may submit a formal grievance.
- **Action:** Submit a formal grievance form to the IRP's General Manager, including:
 - Detailed account of the issue.
 - Attempts made to resolve the dispute informally.
 - Desired outcome.
- **Documentation:** General Manager will acknowledge receipt within 2 business days.

4. Formal Investigation

- **Timeline:** The General Manager will initiate an investigation within 5 business days of receiving the formal grievance.
- **Action:** The General Manager will:
 - Gather information from all parties.
 - Review relevant documentation and witness statements.
- **Outcome:** General Manager will compile a report with findings and recommendations.

5. Resolution Meeting

- **Timeline:** Within 5 business days following the completion of the investigation.
- **Action:** A meeting will be held with all parties, the Account Manager and General Manager to discuss the findings and proposed solutions.
- **Outcome:** Document the meeting and outline agreed actions, including any follow-up steps.

6. Final Decision

- **Timeline:** The General Manager will provide a final decision within 5 business days after the resolution meeting.
- **Action:** Communicate the decision with all parties in writing.
- **Outcome:** The decision will include rationale and any necessary steps for implementation.

7. Escalation Process

- **If Unresolved:** If either party is dissatisfied with the final decision, they can escalate the matter.
- **Timeline:** Escalation must occur within 5 business days of receiving the final decision.
- **Action:** Submit an escalation request to an external mediator.

Owner MLOC	Creation Date 10 March 2013	Version EMR-06	Review Date 16 th January, 2023	Page 2 of 3
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- **Outcome:** External mediator will review the case and provide a resolution within 10 business days.

8. Follow-Up

- **Timeline:** Within 2 weeks after resolution.
- **Action:** The General Manager will follow up with both parties to ensure that the resolution is effective and that no further issues have arisen.
- **Outcome:** Collect feedback on the dispute resolution process for future improvements.

Key Principles

- **Confidentiality:** All discussions and documents related to the dispute will be treated confidentially.
- **Non-Retaliation:** There will be no retaliation against any staff member for participating in the dispute resolution process.
- **Continuous Improvement:** Regular reviews of the dispute resolution process will be conducted to identify areas for improvement.

This structured approach helps ensure that disputes are handled effectively and in a timely manner, fostering a positive work environment for IRP, its Clients and Candidates.



Peter Spark

Director

16th January, 2023