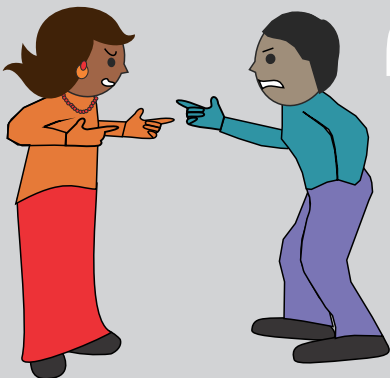
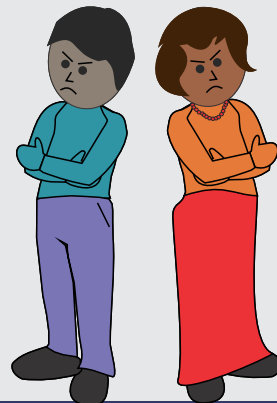


DISPUTE RESOLUTION STEPS

GRIEVANCE



Ensure that the internal processes where applicable have been exhausted in line with the grievance procedure in the Public Service (Res 14 of 2002 of the PSCBC)



IF UNRESOLVED

REFER A DISPUTE TO THE PSCBC

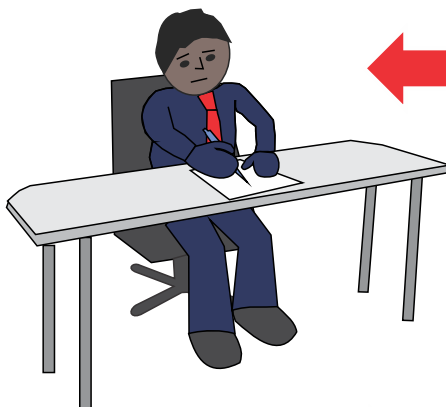
1

RECEIVED BY

PSCBC

2

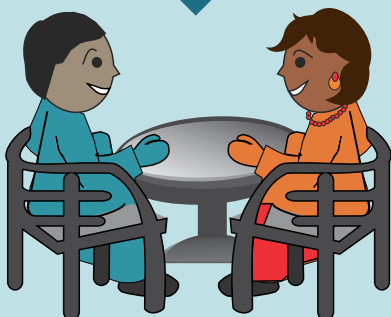
The PSCBC will inform both parties as to the date, time and venue for conciliation process.



Complete the relevant referral form - obtainable from the Council or on the PSCBC website.

Ensure a copy of the completed form is delivered to the other party and Chief Negotiator of the State – proof that this was sent must be provided

CONCILIATION

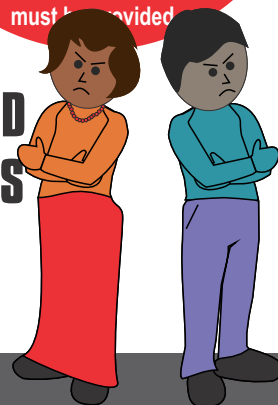


SETTLEMENT



IF UNRESOLVED FOLLOW STEPS

3



Complete an arbitration form following the procedure on step 2 (file within 90 days from the date on which a certificate of non-resolution was issued.)

The PSCBC will inform both parties as to the date, time and venue for arbitration process.

Award issued in 14 days

