

# DISPUTE AVOIDANCE/SETTLEMENT & COMPLAINTS PROCEDURES

## 1. ACT Department of Education and Training

Clause 9 - Dispute Avoidance/Settlement Procedures of the ACT Department of Education and Training Teaching Staff Union Collective Agreement 2006-2009 enables any teacher to formally raise any dispute about the interpretation or implementation of the UCA with their relevant Manager [see the Working Conditions page on the Union's website]. The assistance of the Union Office or the local AEU Sub-Branch may be sought at any time.

Clause 101 – Dispute Avoidance/Settlement Procedures of the ACT DET Staff Union Collective Agreement 2007-2010 enables any Schools Services Officer to formally raise any dispute about the interpretation or implementation of the UCA with their relevant Manager [see the Working Conditions page on the Union's website]. The assistance of the Union Office or the local AEU Sub-Branch may be sought at any time.

Members with concerns/complaints/disputes about other workplace issues should contact the local AU Sub-Branch or the Union Office for advice and/or assistance.

## 2. Canberra Institute of Technology

Clause 10 – Dispute Avoidance/Settlement Procedures of the CIT Union Collective Agreement for Teaching Staff 2006-2009 enables any teacher to formally raise any issues over interpretation and/or implementation of the Agreement [see the EBA page on the Union's website]. The assistance of the Union may be sought at any time.

Members with concerns/complaints/disputes about other workplace issues should contact the local AEU Sub-Branch or the Union Office for advice and/or assistance. Complaints procedures are detailed in the CIT UCA, Section J – Internal Review Procedures and Section K – Appeal Mechanism.

## 3. Complaints Procedures

Members sometimes ask the Union Office for advice about options to raise a complaint with/about DET/CIT. Complaints procedures exist in a range of documents:

- Section F – Internal Review Procedures and Section G – Appeal Mechanism of the ACT DET Teaching Staff Union Collective Agreement 2006-2009.
- Section S – Internal Review Procedures and Section T – Appeal Mechanism of the ACT DET Staff Union Collective Agreement 2007-2010.
- Section J – Internal Review Procedures and Section K – Appeal Mechanism of the CIT Union Collective Agreement for Teaching Staff 2006-2009.
- Public Interest Disclosure Act 1994 which provides a scheme for people to report alleged wrongdoing in the ACT Public Sector.

Members are encouraged to contact the Union Office for advice before instigating action under any of these procedures. Apart from the Union Office, teachers may wish to seek advice from the Department - School Operations, Workplace and Legal Support, and Workforce Management would be three sections that could provide assistance to staff who wish to raise issues.