

Conflict Resolution Policy

Asher Excellent Ltd

1. Purpose

The purpose of this policy is to outline Asher Excellent Ltd's approach to managing and resolving conflicts or disputes between candidates and clients during the recruitment, placement, and ongoing support processes. Asher Excellent Ltd is committed to delivering high-quality, person-centered care and support while maintaining a professional, respectful, and collaborative environment.

This policy ensures that conflicts are resolved effectively, impartially, and with a strong focus on maintaining trust, professionalism, and mutual respect.

2. Scope

This policy applies to all Asher Excellent Ltd staff involved in the recruitment, placement, and management of candidates, clients, and external stakeholders. It addresses all conflicts or disputes that may arise during the recruitment, placement, and post-placement support phases in healthcare settings, including residential, community, and clinical environments.

3. Policy Guidelines

Asher Excellent Ltd is committed to the following principles to ensure a fair and effective conflict resolution process:

3.1 Open Communication and Transparency

- **Encourage open communication:** Promote timely and transparent communication between candidates, clients, and staff to quickly address any concerns or conflicts.
- **Keep all parties informed:** Ensure all individuals involved are kept informed about the progress of conflict resolution with clear timelines, designated points of contact, and regular updates.

- **Create a safe space:** Foster a culture where issues can be raised without fear of retaliation or negative consequences, and ensure all parties know their rights to express concerns.

3.2 Respect for Dignity and Professionalism

- **Promote dignity and respect:** Ensure all individuals, whether candidates, clients, or staff, are treated with fairness, dignity, and respect at all times.
- **Prohibit unprofessional behavior:** Any behavior or language that escalates conflict or undermines professionalism will not be tolerated.
- **Maintain professionalism:** All parties involved in the conflict resolution process, including mediators and management, must act in a professional, courteous, and respectful manner.

3.3 Mediation and Collaboration

- **Offer mediation services:** Provide mediation to facilitate constructive, open discussions between candidates and clients, helping to find mutually agreeable solutions.
- **Appoint impartial mediators:** Assign neutral, skilled facilitators who can effectively guide the conversation and ensure fairness.
- **Encourage collaboration:** Both parties should actively participate in resolving the conflict through a collaborative process, recognizing the value of working together for a positive outcome.

3.4 Conflict Resolution Procedures

- **Clear procedures:** Establish structured, clear procedures for addressing disputes, including escalation protocols where necessary.
- **Define roles and responsibilities:** Clearly outline the roles and responsibilities of each party involved in the conflict resolution process, ensuring everyone understands their obligations.
- **Ensure awareness:** Make sure all parties are aware of their role and responsibilities in the conflict resolution process, from initial reporting to final resolution.

3.5 Confidentiality and Data Protection

- **Maintain confidentiality:** Protect the privacy of all parties involved by maintaining strict confidentiality during the conflict resolution process.

- **Limit access to sensitive data:** Share sensitive information only with authorized individuals involved in the resolution process.
- **Comply with data protection laws:** Ensure that all personal and sensitive information is handled in full compliance with applicable data protection regulations, including GDPR.

3.6 Fair and Impartial Assessment

- **Impartial assessment:** Ensure that all decisions made during the conflict resolution process are based on objective evidence and evaluations, without bias or favoritism.
- **Fairness:** Treat all parties equally and impartially throughout the entire resolution process, ensuring fairness is maintained.

3.7 Documentation and Record-Keeping

- **Document all communications:** Maintain clear and accurate records of all communications and actions taken during the conflict resolution process.
- **Secure storage of records:** Store records securely and limit access to those who require the information for the resolution process or legal purposes.
- **Accuracy of documentation:** Ensure that all records and documentation are kept up-to-date, reflecting the full scope of the conflict and its resolution.

3.8 Escalation and Review

- **Escalate unresolved issues:** If a conflict cannot be resolved at the initial level, it should be escalated to senior management for further evaluation and review.
- **Senior management review:** Senior management will assess unresolved issues and determine the appropriate next steps in the resolution process.
- **Review conflict resolution procedures:** Regularly review and refine conflict resolution procedures to improve their effectiveness and ensure they meet best practices.

3.9 Compliance with Legal and Regulatory Standards

- **Ensure legal compliance:** All conflict resolution procedures must align with applicable laws, healthcare regulations, and employment standards.
- **Seek legal advice:** In cases where the conflict involves complex legal or regulatory concerns, legal experts should be consulted to ensure compliance with all relevant requirements.

3.10 Continuous Improvement

- **Seek feedback:** Regularly gather feedback from candidates, clients, and staff about the conflict resolution process to identify areas for improvement.
 - **Provide ongoing training:** Offer continuous training to staff, candidates, and clients on conflict management, effective communication, and negotiation skills to enhance future dispute resolution efforts.
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4. Conflict Resolution Procedures

The following steps outline the process for resolving conflicts effectively and efficiently:

Step 1: Initial Assessment and Acknowledgment

- **Assess the issue:** Upon receiving notice of a conflict, Asher Excellent Ltd will conduct an initial assessment to determine the nature and scope of the issue.
- **Acknowledge receipt:** Confirm the receipt of the issue and communicate the next steps, timelines, and points of contact to all parties involved.

Step 2: Mediation and Discussion

- **Schedule mediation:** Organize a mediation session between the conflicting parties to facilitate open dialogue.
- **Impartial facilitation:** A neutral, trained mediator will guide the discussion to ensure fairness and encourage cooperative problem-solving.
- **Collaborative discussion:** Both parties will be encouraged to share their concerns and work towards a mutually agreeable resolution.

Step 3: Resolution and Agreement

- **Reach an agreement:** Once the parties have discussed the issue, the goal is to reach a fair and satisfactory resolution for both sides.
- **Document the resolution:** A formal, written record of the agreed-upon resolution will be created and signed by both parties to ensure clarity and accountability.

Step 4: Escalation and Senior Review

- **Escalate unresolved issues:** If the mediation process does not result in an acceptable resolution, the matter will be escalated to senior management for further evaluation.

- **Senior management review:** Senior management will conduct a thorough review of the situation and determine the next appropriate steps, which may include further mediation or formal action.

Step 5: Follow-Up and Monitoring

- **Follow-up with parties:** Asher Excellent Ltd will follow up with both parties to ensure that the resolution is being implemented and that both sides are satisfied with the outcome.
- **Monitor the situation:** Ongoing monitoring will be conducted to ensure that the conflict does not recur and that the relationship remains professional and positive.

5. Commitment to Professional Relationships

Asher Excellent Ltd is dedicated to fostering a culture of professionalism, mutual respect, and clear communication. By adhering to this policy, the company ensures that conflicts are resolved in a constructive manner, preserving strong and positive relationships between all parties involved, including candidates, clients, and staff.

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