##### EMPLOYMENT RELATIONSHIP PROBLEMS

Employment relationship problems are any problems relating to our employment relationship and include personal grievances, disputes and claims of unpaid wages or holiday pay.

###### Tell Us First

If you think you have a problem in your employment, then you must let the General Manager know immediately, so we can try and resolve it with you then and there. If you don’t feel you can approach the General Manager, you can go tothe Association board. In some cases, there is a time limit on when you have to do this – see “Personal Grievances”.

##### Mediation Services

If you do not feel happy with our response, then you can contact the Ministry of Business, Innovation and Employment Mediation Services for free assistance. Their number is 0800 20 90 20. The mediator will try to help us resolve the problem, but will not make a decision as to who is right or wrong unless we both want this.

##### Employment Relations Authority

If your problem is still not resolved to your satisfaction, then you can apply to the Employment Relations Authority for assistance. This is a more formal step to take, and you might want to have someone representing you. The Authority member will investigate the problem, and will make a decision. This decision can be appealed by either of us to the Employment Court and then to the Court of Appeal.

##### Representation

At any stage, you are entitled to have a representative working on your behalf, and we will work with you and that person to try to resolve the problem. We can also choose to have a representative working on our behalf.

##### Personal Grievances

If you think that you have grounds for raising a personal grievance with the Association (for unjustified dismissal, unjustifiable disadvantage, discrimination, duress, sexual or racial harassment), then you must do so **within 90 days** of the action occurring, or the grievance coming to your notice. Otherwise, your claim will be out of time and we can choose not to deal with it.

You must raise any grievance with the General Manager so that we know what the grievance is about. We ask that you put your grievance in writing so we can then respond to it.