

Mediation policy

Bounce Fitness is committed to maintaining a healthy working relationship among its staff members. All staff members are encouraged to resolve all conflicts immediately before they escalate into more serious issues.

Bounce Fitness believes in fairness and discourages staff members from demonstrating biases for or against other staff members, which may affect the quality of their work.

Bounce Fitness recognises that some conflicts may be more serious in nature and may require the help of a mediator to resolve. Staff members in the supervisory position (i.e. department supervisors), as well as the Centre Manager, will be trained in industry best practices to effectively carry out mediation procedures.

It is only when issues have escalated to such a degree that it bears legal implications that the dispute will be referred to external mediators or – in serious cases – lawyers.

Privacy and confidentiality will be upheld throughout the mediation process.

Mediation procedures

1. Disputing parties may request for a mediator to handle the dispute by sending a request to the Centre Manager. Only one of the disputing parties need to contact the Centre Manager.
2. Upon receiving the request, the Centre Manager will assign a mediator to the case.
3. The mediator must obtain the agreement and willingness of ALL parties in dispute to cooperate before proceeding with the formal mediation process.
4. Agreement and willingness to participate in the mediation must be documented through the Bounce Fitness **Mediation Agreement Form**.
5. The discussions of all meetings – with individual parties or otherwise - must be documented through the Bounce Fitness **Mediation Meeting Minutes**.
6. The outcome of the meeting must be documented in writing. A written document or email must be sent to all parties involved, outlining the resolution of the dispute and all actions or changes in working conditions that may result.
7. A printed copy of all documents produced during the mediation process – including the Mediation Agreement Form – must be submitted to the Centre Manager for filing.
8. Formal documentation of the mediation must be recoded using the Bounce Fitness **Workplace Mediation Record Sheet**. This document must be submitted to the Centre Manager for filing.
9. All issues and topics discussed during the mediation process must be kept confidential by the relevant parties only. A breach in confidentiality may yield consequences for the offending party.

Other Requirements

All staff members whose roles involve carrying out mediation procedures must regularly (at least bi-annually) be updated on all Bounce Fitness policies and procedures and relevant legislation, regulations, and industry standard.