

## Dispute Resolution Branch

# Customer Service Charter

### What we do

The Dispute Resolution Branch (DRB) assist the Queensland community to resolve their disputes more effectively through provision of accessible, timely and effective mediation services and conflict management training.

### Our vision and values

The DRB shares the Department's vision of a fair, safe and just Queensland. It contributes to achieving that vision through commitment to:

- Purpose – we focus our efforts on achieving results that make a significant difference to the wellbeing of Queenslanders.
- People – we invest in the development of our staff and encourage work/life balance. We celebrate diversity and equity in our workforce.
- Partnership – we work together in collaborative teams and partnerships with a strong focus on shared purpose and clear goals, respect and open communication.
- Performance – we are accountable for delivering effective, timely & responsive services that contribute to the achievement of our vision. We use innovation and initiative to improve our performance.

### Our services

- Mediation
- Justice mediation
- Facilitation
- Conflict management training

### Our service delivery standards

<b>Mediation</b>	
Respond to a query made direct to DRB	within 2 working days
Contact a client referred to the DRB from a third party	within 5 working days
Schedule mediation location and time suitable to the needs of all parties	as negotiated with the parties attending the mediation
Finalise mediation process	within 30 working days

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<b>Justice mediation</b>	
Respond to a query made direct to DRB	within 3 working days
Respond to a query referred to DRB from a third party	within 5 working days
Finalise mediation process	within 65 working days

<b>Facilitation</b>	
Respond to a query made direct to DRB	within 2 working days
Contact a client referred to the DRB from a third party	within 5 working days
Finalise mediation process	as negotiated with the referrer and/or the parties attending the facilitation session/s.

<b>Conflict management training</b>	
Respond to a query made direct to DRB	within 2 working days
Contact a client referred to the DRB from a third party	within 5 working days
Post training reports/certificates	within 15 working days

## Our commitment to you

The DRB will:

- maintain a professional relationship to ensure the needs of clients and stakeholders are always met;
- schedule mediation sessions in a location and at a time suitable to the needs of all parties involved;
- train our staff to ensure that our services are always of the highest quality and meet industry standards;
- ensure that our mediators, trainers and coaches are accredited according to the Australian National Mediator Standards;
- remain impartial and ethical at all times, and will not show favouritism or bias towards any one party;
- continually strive to make our services more accessible to regional Queensland; and
- continually strive to improve our service delivery.

Information about National Accreditation and the Australian National Mediator Standards can be found online at [www.NADRAC.gov.au](http://www.NADRAC.gov.au).

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## How you can help us

Dispute resolution is a two way process. To help us ensure that your mediation progresses as quickly as possible, there are a few things you can do:

- provide DRB with correct details for how to best make contact with you;
- advise DRB of any special requirements needed to facilitate your full participation in the process (such as an interpreter, wheelchair access or dietary requirements if attending a training course);
- complete and return any required documentation by the due date;
- be punctual and allow sufficient time for the process you are attending;
- treat all those involved with respect and courtesy;
- if required, seek legal or other advice and/or support that you may require prior to any dispute resolution session taking place;
- attend mediation sessions with an open mind and be willing to negotiate;
- during mediation state your views and tell your story openly and honestly;
- listen to the views of others without interruption;
- suggest and consider options to resolve your dispute;
- agree to be guided by the professionals who are there to assist you; and
- inform the DRB staff if our services are no longer required.

## Privacy

The DRB respects your privacy and is committed to protecting your personal information. Your personal information may be collected, secured, used and disclosed by the Dispute Resolution Branch only in accordance with the *Information Privacy Act 2009* and *Dispute Resolutions Centres Act 1990*.

## Feedback and complaints

The DRB values your feedback and welcomes your comments. Our service will continue to improve based on customer needs and feedback. At the completion of a mediation session you will be provided with a feedback questionnaire to supply feedback of your experience.

The DRB is committed to resolving any issues or complaints quickly, fairly and professionally. Before lodging a complaint, we encourage you to discuss your concerns with a [Dispute Resolution Coordinator](#). If you wish to lodge a formal complaint, refer to the Department of Justice and Attorney-General's [Complaint management policy](#) for more information.

## TIS National Translation Services

If English is not your first language, the Australian Government - Department of Immigration and Citizenship (DIAC) - Translating and Interpreting Service (TIS) provide an interpreting service for people who do not speak English.