

Internal conflict (Code 1.5)



Armidale Community Radio Incorporated

Kentucky Street (P.O. Box 707)
ARMIDALE, New South Wales, 2350

PH: (02) 6772 1486

E: info@2arm.nef.au

Website: www.2arm.nef.au

ABN: 30 635

647 271

FM 92.1 Armidale Uralla Walcha Guyra

CODE 1.5 POLICY ON INTERNAL GRIEVANCE AND DISPUTE RESOLUTION

**As required by Community Radio Broadcasting CODE 1
Outlines our responsibilities in broadcasting to meet our community interest
to ensure that we operate according to the guiding principles and within a
framework of sound corporate governance.**

Approved by	Date approved	Review date
2ARM FM Management Committee	19 June 2020	19 June 2023

PURPOSE

The purpose of this policy is to articulate the procedures for resolving internal grievances and disputes or conflict within 2ARMFM and the rights and responsibilities of 2ARMFM volunteers regarding the resolution of grievances or disputes.

BACKGROUND

Grievances or disputes in the workplace may arise for various reasons including, but not limited to bullying, harassment or discrimination, grievances between a volunteer and the Manager or between volunteers. They can also arise in relation to internal 2ARMFM policies and procedures. All grievances or disputes are to be dealt with as detailed in this policy.

A grievance or dispute is a complaint made on the grounds of a real or a perceived unjust act.

Please also see related policies on Sexual Harassment Policy and Complaints Procedure and Listener Complaints Procedure policy.

POLICY

2ARMFM's approach to grievance or dispute resolution is to:

- Minimise the frequency of disputes;

- Provide opportunities for those with a grievance or dispute to present their case in a safe and supportive environment;
- Provide clear procedures that allow every party involved in a grievance or dispute can follow;
- Continue to work as normal during the resolution of a grievance or dispute unless there is an imminent risk to the health and safety of any persons.
- Treat the grievance or dispute and the resolution with strict confidentiality and address them promptly and fairly.
- Achieve a resolution that considers the points of view of every party.

INTERNAL GRIEVANCE AND RESOLUTION PROCEDURE

Internal grievances, dispute or conflict can occur at any level of the organisation.

Take immediate action

Members or volunteers who feel they have experienced an unjust act from a colleague or organizational procedure should, where possible, raise the issue with the relevant person.

If the member or volunteer feels unable to speak to the person(s) directly, they should contact the station manager, or another member of the committee. The committee will provide support and ascertain the nature of the complaint and the wishes of the complainant.

Informal intervention

Informal intervention may be undertaken through a process of conversation and mediation that includes a discussion on the intention compared with the impact of the action.

This procedure will be complete when the complainant and the respondent come to an agreement on the actions to resolve the dispute.

Procedures for dealing with formal grievances

The committee may be obliged to carry out a formal investigation in relation to a serious grievance and internal dispute or conflict. The formal procedure will be co-ordinated by the station manager or secretary. Formal investigations may be conducted internally (by the committee) or by an external investigator.

An investigation involves collecting information about the complaint and then making a finding (on the balance of probabilities) based on the available information as to what has occurred.

The investigator may need to interview the parties involved (which may include the complainant, the respondent, and any witnesses) to obtain information regarding the complaint. The investigator will comprehensively and accurately document all information obtained during the interviews including the parties involved, timing, location, and nature of conduct complained against. Throughout the investigation process, all parties involved in the investigation will be regularly kept informed about the investigation.

Once a finding is made, the investigator will make recommendations about resolving the complaint or implementing disciplinary action (including and up to termination of membership).

If the investigator considers it appropriate for the safe and efficient conduct of an investigation, members may be stood down from work or provided with alternative duties during an investigation during any such period.

Records are to be kept and filed in a confidential and secure place. These records should be kept for a period of seven years. Under no circumstances will records be placed on the complainant's personnel file.

On the basis of the findings, possible outcomes of the investigation may include, but will not be limited to, any combination of the following:

- Counselling;
- Disciplinary action against the perpetrator of the action (e.g. demotion, transfer, suspension, probation or dismissal);
- Official warnings that are noted in the perpetrator's personnel file;
- Disciplinary action against the person who complained if there is strong evidence that the complaint was vexatious or malicious;
- Formal apologies and undertaking that the action will change;
- Conciliation/mediation conducted by an impartial third party where the parties to the complaint agree to a mutually acceptable resolution;
- Reimbursing any costs associated with the harassment;
- On completion of the investigation, all parties will be informed about the investigation findings and the outcome of the investigation – as appropriate and in line with confidentiality obligations.

Following an investigation concerning a serious grievance or internal dispute (irrespective of the findings), the committee will:

- consult with the parties involved to monitor the situation and their wellbeing; and
- educate and remind all members and volunteers of any policy or procedural changes as a result of the findings
- Inform both parties of the appeals procedure that can be accessed if one of the parties believes that there has been a serious error in the decision. The Committee may decide then to escalate the investigation/complaint to an outside organisation. e.g. the CBAA, Police.

If there has been any substantiated victimisation, disciplinary procedures will be followed.

[Back to Top](#)

