



Millicent Community Access Radio

Internal Conflict Policy (Code 1.5)

Introduction

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

5THE-FM encourages its members and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, the Station Chairman.

The preferred process involves members and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance.

Purpose

This policy is intended to provide 5THE-FM with clear guidelines for our volunteers and members when faced with an Internal Conflict.

The purpose of this document is to provide an avenue through which work-related complaints can be resolved as they arise.

Policy

In line with **Code 1.5** 5THE-FM will make ensure that:

1. Internal Conflicts are to be resolved internally by the parties involved. The Chairman should seek to resolve the dispute through discussion with all concerned.
2. No member or volunteer will be intimidated or unfairly treated in any respect if they utilise this policy to resolve an issue.
3. If the conflict cannot be resolved with the Chairman, then a Board Member is to be involved with all parties to meet. Notes are to be taken and this includes a proposed outcome to be distributed to all parties concerned.
4. In the case of the conflict not being resolved with the intervention of both the Chairman and a Member of the Board being in attendance the matter will be handled by the Board of Management. Notes are to be taken and this includes a proposed outcome to be distributed to all parties concerned.



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Responsibilities

It is the responsibility of Management Committee to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of and committed to the principles of communicating and information sharing with members and volunteers;
- All decisions relating to volunteer employment practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- All employees and volunteers are treated fairly and without fear of intimidation.

It is the responsibility of Members and Volunteers to ensure that:

They attempt to resolve any issues through internal processes at the earliest opportunity.