

Internal Conflict Policy

This Policy applies to ALL volunteers.

Kangaroo Island Community Broadcasters Inc. encourages its volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other. The preferred process involves volunteers resolving issues to their satisfaction internally, without feeling they must refer to external organisations or to authorities for assistance.

This policy is to provide information to assist Kangaroo Island Community Broadcasters Inc. volunteers to understand and implement effective strategies to resolve workplace related complaints as they arise. By ensuring that all parties involved in an internal conflict are reassured that they will be supported and assisted throughout the management of the conflict.

POLICY

Kangaroo Island Community Broadcasters Inc. has established a process to promote fast and efficient resolution of issues of conflict between volunteers; this process is described in the document *Internal Conflict Procedure*.

Volunteers should feel comfortable discussing issues with a Board Member or the President, in accordance with that process.

All formal avenues for handling of grievances will be fully documented, and the volunteer's wishes will be considered in determining the appropriate steps and actions.

No volunteer will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.

RESPONSIBILITIES

The obligations and responsibilities lie with every volunteer to ensure that discrimination or victimisation does not occur.

It is the responsibility of the **President and Board Members** to ensure that:

- All volunteers are treated with fairness, equality, and respect. Any potential problems are identified, prevented, and addressed before they become formal grievances.
- All volunteers are aware of and committed to the principles of communicating and information sharing with volunteers.
- All decisions relating to volunteering practices are made with consideration given to the ramifications for the individual, as well as for Kangaroo Island Community Broadcasters Inc. in general.
- Any grievance is handled in the most appropriate manner at the earliest opportunity.

- All volunteers are provided with ongoing support and guidance in relation to volunteering and communication issues.
- Any grievance that comes to their attention is handled in the most appropriate manner at the earliest opportunity.
- The advice of a Board Member or other qualified person should be sought urgently if there are any doubts or queries in relation to how to deal with a particular set of circumstances.
- All volunteers are aware of the document *Internal Conflict Procedure*, which describes the steps to be taken following a formal report of a dispute between volunteers which cannot be resolved by the volunteers directly involved.

It is the responsibility all **Volunteers** to ensure that:

- They attempt to resolve any issues that they may have at the earliest opportunity through the defined process, firstly with each other or, failing that, the President or a Board Member.
- They are aware of their rights obligations and responsibilities in relation to handling grievances.
- They are aware of the document *Internal Conflict Procedure*, which describes the steps to be taken following a formal report of a dispute between volunteers which cannot be resolved by the volunteers directly involved.

GRIEVANCES AND DISPUTE RESOLUTION

A volunteer who considers that they have a dispute or grievance that they have not been able to resolve directly with any other involved party should raise the matter with the President or a Board Member who must follow the steps outlined in the document *Internal Conflict Procedure*.

CONSIDERATIONS

These considerations are included in the document *Internal Conflict Procedure* and included here to ensure understanding and compliance.

The President or a Board Member to whom the dispute or grievance is reported to must, maintain a professional manner, ensuring communications are clear, fair, and objective, and remain within the policy guidelines, legal frameworks, and Codes of Practice.

Always ensure “right of reply” at each stage of communication; make sure that the volunteer is, and feels that they are, listened to and supported; it is not necessary to agree with what is said, but the volunteer must know that their concerns will be acted upon.

Ensuring that all parties involved understand the roles, values and expectations of the organisation in relation to performance.

Enquiring about and considering any external factors which may be contributing to the conflict, for example learning difficulties, a physical/mental health problem, or family or friend/s.

Ensure that all parties agree that all information obtained in the conduct of the review is confidential and understanding the process that is to be followed, as described in the document *Internal Conflict Procedure*.

Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation. Provide the volunteer with a written summary of meetings and clarification of the next steps to be taken.

Ensure that the way the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

Explain that a volunteer cannot be adversely affected because they have made a complaint, and that if they do feel that they are being adversely affected, the volunteer should send a written report to the President for review by the Board.

A mutually acceptable mediator may be sought by the President to assist in resolving the grievance/dispute. If the matter is not resolved and the volunteer wishes to pursue it, the volunteer should send a written report to the President for review by the Board.

If the grievance/dispute is one of a confidential or serious nature involving a Board Member, the complainant may discuss the issue directly with the President; the President then will discuss with other Board Members as to how the grievance or dispute will be resolved.

Conflicting parties may bring a support person to any meeting; the support persons role is as an observer, not as an active participant.

Decisions will be made in the best interests of Kangaroo Island Community Broadcasters Inc., and all the Kangaroo Island Community Broadcasters Inc. volunteers.

Related Documents

- Internal Conflict Procedure
- Bullying Policy
- Sexual Harassment Policy