

Internal Conflict Procedures

Volunteers are an invaluable resource to Kangaroo Island Community Broadcasters Inc. and our primary aim is to encourage and support their contribution to the station. Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

The purpose of this procedure is to provide volunteers with clear directions as to how they can work together to resolve internal conflicts as they arise.

RESPONSIBILITIES

It is the responsibility of the **person approached by the volunteer/s for assistance**, ie the President or other Board Member, to:

- Establish an investigating team consisting of at least two members of the Board including one of following: the President, Vice President, Treasurer, or Secretary.
- Ensure that the investigating team when meeting with the volunteers in conflict will apply quality conflict resolution techniques to achieve an equitable outcome.
- Ensure those involved understand that the aim of all discussions is to find a solution which is acceptable to all parties.
- Make it clear that if a solution which is acceptable to all parties cannot be reached, decisions regarding a solution will be made in the best interests of Kangaroo Island Community Broadcasters Inc., and all the Kangaroo Island Community Broadcasters Inc. volunteers.
- Maintain procedural fairness, which means that the interests of the participants in the investigation will be protected, and the credibility of the investigation process will be maintained.

It is the responsibility of each of the **volunteers involved** in the conflict or dispute;

- In the first instance, to demonstrate a genuine attempt to settle the issue amicably between themselves.
- If an amicable agreement cannot be reached, to approach the President or other Board Members for assistance.
- To present their case both verbally and in written form, with documentation signed and dated.
- To provide information set out as logically and clearly as possible to include date, time, nature of problem and what has been done to resolve the conflict.
- To provide names of third-party witnesses to the dispute, as well as any concrete evidence which can include notes, phone messages, media sites, text messages or emails.

APPLICATION OF CONFLICT RESOLUTION TECHNIQUES

It is the responsibility of the **investigating team** to follow the steps outlined below.

- Ensure the investigation is carried out in a reasonable time frame.
- Ensure that all participants are given the opportunity to have a support person in the interviews pertaining to the investigation.
- Advise that all participants are required to maintain confidentiality and sign a confidentiality agreement.
- Consult separately with the parties involved and any third-party information.
- Make reasonable and diligent enquiries to ensure that there is sufficient evidence before making findings on the balance of probabilities.
- In each meeting, outline the process that is to be followed.
- Assure the complainant/s and the respondent/s that the investigating team has no personal interest or bias in the matter being investigated.
- Ensure all participants are given the opportunity to respond to any contradictory evidence.
- If more than one person is present in a meeting, establish the role of each person.
- Conduct a joint discussion with both parties with the aim of finding a mutual solution with appropriate and relevant counselling offered to both parties to address the issue or concern which has caused the conflict.
- Make it clear that if a solution which is acceptable to all parties cannot be reached, decisions regarding a solution will be made in the best interests of Kangaroo Island Community Broadcasters Inc., and all the Kangaroo Island Community Broadcasters Inc. volunteers.

In the meeting with the **complainant**:

- Obtain a chronology of events (who, what, why, when, how etc).
- Run through the applicable policies and procedures with the complainant.
- Ask the complainant what kind of outcome they are hoping for (best case scenario) and then talk them through next steps: for example, that you will discuss the matter confidentially with the Board to determine a way in which to deal with the issue and report back to them within a set timeframe.
- Provide the complainant with plenty of time to ask questions.
- Provide the complainant with a direct contact number that they can call if they have any concerns or queries.

In the meeting with the **respondent**:

- Ensure that the respondent is aware of all the allegations made against them in sufficient detail.
- Allow the respondent a reasonable opportunity, including adequate time, to respond to each of the allegations.
- Ask the respondent what kind of outcome they are hoping for (best case scenario) and then talk them through next steps: for example, that you will discuss the matter confidentially with the Board to determine a way in which to deal with the issue and report back to them within a set timeframe.
- Provide the respondent with plenty of time to ask questions.
- Provide the respondent with a direct contact number that they can call if they have any concerns or queries.

IMPORTANCE OF IMPARTIALITY

It is critical to ensure that the persons responsible for carrying out an investigation are impartial and seen to be impartial. The investigators must not have a vested interest in the outcome of the matter.

Volunteers might consider that the President or other Board Member, is not sufficiently impartial because of their involvement and role in the organisation. If such a concern is raised, it's important to consider:

- Whether the use of an external investigator is necessary to ensure impartiality.
- Whether any conflicts of interest need to be disclosed (for example if any individuals are friends outside the workplace); and
- Whether the investigator has handled any previous disciplinary matters.

DISCIPLINARY ACTION

If there is a possibility that disciplinary action implemented for any party involved in the internal conflict might result in suspension or dismissal, then the investigating team should seriously consider the use of an external investigator to ensure that the investigation and the process followed will stand up in any potential court proceedings.

Conduct which may lead to disciplinary action includes, but is not limited to:

- Poor timekeeping and unreliability.
- Not following pre-existing station rules and policies.
- Engaging in acts or broadcasts which may breach other related legislation such as the Broadcasting Services Act 1992 (which includes sponsorship provisions), copyright or defamation laws.
- Inappropriate handling or use of station equipment or other property.
- Rudeness or hostility towards other volunteers, or visitors to the station, or others involved in station activities, for example outdoor broadcasts and social events.
- Intoxication through alcohol or other substances during volunteering hours.
- Publicly criticising or bringing Kangaroo Island Community Broadcasters Inc. volunteers or the Kangaroo Island Community Broadcasters Inc. brand into disrepute.

DISCIPLINARY PROCESS

The investigating team might find it necessary to implement disciplinary action, based on section Disciplinary Action in this document, in the case of either party involved in the internal conflict. If this is the case, the prescribed disciplinary process must be followed, as described in the document *Disciplinary Action Procedure*.

Related Documents

Disciplinary Action Procedure

Bullying Policy

Sexual Harassment Policy | [Confidentiality Agreement](#)