

## **POLICY – DISPUTES AND CONFLICT RESOLUTION**

### **Purpose of Policy**

The purpose of this policy is to provide guidance to members to facilitate the resolution of disputes.

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### **Background**

What is conflict?

Conflict arises when the different ideas, values, interests, hopes, aspirations and opinions of individuals are questioned. Questioning can have positive or negative results and it depends on how it is handled that makes the difference.

Handled positively, questions can be seen as challenging opportunities for creative solutions to new and existing areas of difficulty.

Handled negatively, conflict arises which presents obstacles, reminding us of the history between the parties and causing us to focus on personality rather than the issue(s).

What is conflict resolution?

Conflict resolution is how we consider ways of understanding differences and using that understanding to build agreed ways to go forward. This usually involves compromise or “meeting in the middle”, and focuses on the issues to be resolved – not the personalities or other matters. It requires good will from all parties and a focus on the core priorities. In our case, this is to advance the Purpose of Radio Eastern FM 98.1.

### **Policy**

Both parties are required to present verbally and in writing their understanding of the dispute to a member appointed by the Committee of Management who is not involved in the dispute who will consult with both parties to work towards a solution that will satisfy each party.

If one party is not satisfied with the decision reached, a mutually accepted mediator will be appointed from, in the first instance, the Membership of Radio eastern and the dispute taken to mediation.

If resolution is still not achieved, the matter may be referred for action to the Department of Justice for a yet more formal mediation process.

If resolution is still not achieved, the parties may seek to resolve the dispute in accordance with the Act otherwise at law. Radio Eastern will not necessarily accept any accrued costs therein incurred.

If, having followed a reasonable resolution process as set out below, one party is still not satisfied, the Committee of Management reserves the right to make a final decision on the matter, keeping in mind the best interests of the Association and volunteers.

If the issue that has caused the conflict is one of behaviour and is of a relatively minor nature

or could be considered accidental, a "three warnings" approach may be taken. However, if a volunteer has seriously breached the Act, the Community Radio Broadcasting Codes of Practice, or a policy set out in the Station Handbook, immediate suspension from broadcast activities may be pursued (if this is the situation for that volunteer). Any suspension action will be followed up with a letter stating the seriousness of the breach and the processes for appeal. The appeal should be held as soon as practicable.

In the case where, having followed conflict resolution and grievance procedures, the Committee of Management believes that membership termination be pursued, action will occur strictly in line with the rules set out in the Rules of Association.

This Policy is supported by the following Procedure(s);

| Procedure Name                   | Folder | Tag | Rev. Number | Rev. Date | Revision by |
|----------------------------------|--------|-----|-------------|-----------|-------------|
| Disputes and Conflict Resolution |        |     |             |           |             |
|                                  |        |     |             |           |             |
|                                  |        |     |             |           |             |