

Internal Conflict Policy Statement- 2BRW

Internal conflict at Braidwood FM may arise for various reasons such as bullying, harassment or discrimination, and general grievances between personnel. They can also arise in relation to our internal policies and procedures. This policy details some general principles and procedures for dealing with internal conflict, however it should arise. **This policy does not override or replace obligations under the general law.**

General principles for managing internal conflict

- Personnel who feel that they have a grievance should take all reasonable steps to address the situation with the relevant person(s). This prevents escalation and promotes open communication within Braidwood FM. If direct communication isn't possible, the aggrieved party should contact station management or a member of the Board.
- Where possible, grievances should be resolved informally. This will usually take the form of conversation and mediation between all affected parties. This procedure is complete when the complainant and respondent come to a mutual agreement on the actions required to resolve the dispute.
- If informal resolution is not possible, the matter should proceed to a formal investigation, the particulars of which are detailed below.
- Conflict resolution processes must be fair, impartial and respectful to all parties involved.
- Confidentiality must be maintained throughout the resolution process to protect the privacy of those involved. Discussions, documents, and resolutions related to the grievance should not be disclosed to individuals not directly involved in the resolution process.
- After a dispute is resolved, encourage feedback from the affected parties to ensure that the resolution process maintains its effectiveness.
- Braidwood FM shall not investigate complaints where the matter in question is trivial, or where the complaint is clearly and wholly in bad faith.

Formal complaints

- A formal complaint only arises after a complainant fails to resolve their grievance informally as outlined above. Formal complaints are necessarily reserved for serious grievances involving Braidwood FM, its management and volunteers.
- Formal investigations should be overseen by station management and the Board of Braidwood FM at first instance, however may require an external investigator where circumstances warrant. An investigation involves collecting all relevant information about the complaint and then making a finding- on the balance of probabilities- based on this information. Information gathering could include (but is not limited to): interviews with affected parties, witness reports, and document collection. All information collected should be thoroughly documented.
- Records pertaining to an investigation must be filed securely, remain confidential and

should be kept for 7 years.

- Throughout the investigation process, all affected parties shall be regularly kept informed about the investigation. It may be necessary to suspend members from duties during the investigation.

- Once a finding is made, the investigators will make recommendations about resolving the complaint or implementing disciplinary action.

- On the basis of the findings of an investigation, possible outcomes may include:

- Counselling;
- Disciplinary action, either against a perpetrator or, in the case of a complaint made in bad faith, the complainant;
- Official warnings;
- Formal apologies and an undertaking/resolution to change the behaviour;
- Conciliation/mediation by a third party;
- Reimbursement of costs;
- Any other action the investigators determine is reasonable and proportionate in the circumstances

- Following an investigation, station management and the Board shall engage in consultation with the affected parties, taking care to monitor the situation to prevent further escalation. There may need to be a revision of station policies and guidelines following an investigation.

- Parties have the right of appeal to an outside organisation should they feel that the investigation process erred or was otherwise insufficient. Outside organisations could include the CBAA and the ACMA as well as legal action. **Outside organisations should only be engaged as an absolute last resort, where the dispute is intractable or otherwise unresolvable by Braidwood FM.**