



## Internal Conflict Policy

### 1. INTRODUCTION

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

Barossa Broadcasting Board Inc (BBBfm) encourages its volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their Team or Committee Co-ordinator, or a Board member.

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

### 2. PURPOSE

The purpose of this policy is to:

- 2.1. Provide information to assist BBBfm volunteers to understand and implement effective strategies to resolve work-related complaints as they arise.
- 2.2. Ensure that all parties involved in an internal conflict are reassured that they will be supported and assisted throughout the management of the conflict.

### 3. POLICY

- 3.1. BBBfm has established a process to promote fast and efficient resolution of issues of conflict between volunteers; this process is described in the document "BBBfm Internal Conflict Procedure".
- 3.2. Volunteers should feel comfortable discussing issues with their Team or Committee Co-ordinator, or a Board member, in accordance with that process.
- 3.3. 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.
- 3.4. No volunteer will be intimidated or unfairly treated in any respect if they utilise this Policy to resolve an issue.
- 3.5. This Policy applies to all volunteers.

### 4. RESPONSIBILITIES

- 4.1. It is the responsibility of Team or Committee Co-ordinators and Board members to ensure that:
  - i) They identify, prevent, and address potential problems before they become formal grievances.
  - ii) All volunteers are aware of and committed to the principles of communicating and information sharing with volunteers.
  - iii) All decisions relating to volunteering practices are made with consideration given to the ramifications for the individual, as well as for BBBfm in general.
  - iv) Any grievance is handled in the most appropriate manner at the earliest opportunity.
  - v) All volunteers are treated with fairness, equality, and respect.
  - vi) All volunteers are provided with ongoing support and guidance in relation to volunteering and communication issues.
  - vii) Any grievance that comes to their attention is handled in the most appropriate manner at the earliest opportunity.
  - viii) 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.
  - ix) All volunteers are aware of the document "BBBfm 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.
- 4.2. It is the responsibility all Volunteers to ensure that:
  - i) 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, their Team or Committee Co-ordinator, or a Board member.
  - ii) They are aware of their rights obligations and responsibilities in relation to handling grievances.

- iii) They are aware of the document “BBBfm 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.

## 5. **GRIEVANCES AND DISPUTE RESOLUTION**

- 5.1. 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 their Team or Committee Co-ordinator, or a Board member.
- 5.2. The Team or Committee Co-ordinator or Board member must follow the steps outlined in the document “BBBfm Internal Conflict Procedure”.

## 6. **IMPORTANT CONSIDERATIONS**

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

- 6.1. The Team or Committee Co-ordinator or Board member to whom the dispute or grievance is reported must:
  - i) Maintain a professional manner, ensuring communications are clear, fair, and objective, and remain within the policy guidelines, legal frameworks, and Codes of Practice.
  - ii) 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.
  - iii) Ensure that all parties involved understand the roles, values and expectations of the organisation in relation to performance.
  - iv) Enquire about and take into account any external factors which may be contributing to the conflict, for example learning difficulties, a physical/mental health problem of the volunteer, or family or friend.
  - v) Ensure that all parties involved understand the process that is to be followed, as described in the document “BBBfm Internal Conflict Procedure”.
  - vi) Ensure that all parties agree that all information obtained in the conduct of the review is confidential.
  - vii) Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
  - viii) Provide the employee/volunteer with a written summary of meetings and clarification of the next steps to be taken.
  - ix) 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.
  - x) 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 Chairperson for review by the Board.
- 6.2. If the matter is not resolved and the volunteer wishes to pursue it, the volunteer should send a written report to the Chairperson for review by the Board.
- 6.3. If the grievance/dispute is one of a confidential or serious nature involving the volunteer’s Team or Committee Co-ordinator, the complainant may discuss the issue directly with the Chairperson; the Chairperson then will discuss with other Board members as to how the grievance or dispute will be resolved.
- 6.4. 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 Chairperson; the Chairperson then will discuss with Board members other than the Board member involved as to how the grievance or dispute will be resolved.
- 6.5. A mutually acceptable mediator may be sought by the Chairperson to assist in resolving the grievance/dispute.
- 6.6. Conflicting parties may bring a support person to any meeting; the support person role is as an observer, not as an active participant.
- 6.7. Decisions will be made in the best interests of BBBfm, and all the BBBfm volunteers.

## Related Documents

BBBfm Sexual Harassment Policy  
BBBfm Bullying Policy  
BBBfm Membership Policy and Procedure  
BBBfm Internal Conflict Procedure

<b>Amendments to this Policy</b>		
<b>Date Approved</b>	<b>Item Number</b>	<b>Details of Amendment</b>
9 <sup>th</sup> February 2022	Full Policy	Adoption of this Policy in its entirety