

TRAX FM GRIEVANCES AND DISPUTE RESOLUTION POLICY

INTRODUCTION

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

TRAX FM encourages its volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, the Board of Management.

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

PURPOSE

The purpose of this document is to provide an avenue through which volunteers, and the Board, can resolve work-related complaints as they arise.

POLICY

TRAX FM will establish mechanisms to promote fast and efficient resolution of workplace issues.

Volunteers should feel comfortable discussing issues with the Board in accordance with the procedures outlined below.

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

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

This Policy applies to all volunteer workers.

AUTHORISATION

[Signature of Board Secretary]

[Date of approval by the Board]

[Name of Organisation]



TRAX FM GRIEVANCES AND DISPUTE RESOLUTION PROCEDURES

RESPONSIBILITIES

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

- They identify, prevent and address potential problems before they become formal grievances;
- They are aware of, and are committed to the principles of communicating and information sharing with other volunteers;
- All decisions relating to the TRAX FM Community Radio Station's practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;
- Any grievance is handled in the most appropriate manner at the earliest opportunity;
- All volunteers are treated fairly and without fear of intimidation.

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

- They attempt to resolve any issues through internal processes at the earliest opportunity.

It is the responsibility of the **Management Board** to ensure that:

- All volunteers are aware of their obligations and responsibilities in relation to communication and information sharing with others;
- Ongoing support and guidance is provided to all volunteers in relation to roles and communication issues;
- All Board members and volunteers are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of the Board is handled in the most appropriate manner at the earliest opportunity, but within 21 days.

PROCEDURES

PRACTICES

All Board Members should be aware of the possible ramifications of their actions when dealing with volunteer issues. They must ensure that all volunteers are treated with fairness, equality and respect.

Where a grievance or dispute has been brought to the Board's attention, the guidelines below should be followed.

Grievances and Dispute Resolution

A volunteer who considers that they have a dispute or grievance should raise the matter with a Board Member as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.

The Board Member should check for clarification of the issue to ensure they fully understand the complainant's concern and arrange a meeting with the Board. The Board should follow the standard procedure of offering the volunteer the opportunity to have an independent witness at the discussion, ensuring they follow the steps outlined below:

- If more than one person is present, establish the role of each person.
- Outline the process that is to be followed.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant and diagnose the problem.

- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the parties with a written summary of the meeting and clarification of the next steps to be taken.

The Board Chairperson must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times.

If the matter is not resolved and the volunteer wishes to pursue it, the issue should be referred to a professional third party for Conciliation.

If the grievance/dispute is one of a confidential or serious nature involving the volunteer and a Board Member (or Members), the complainant may request the issue be referred directly to a professional third party for Conciliation.

RELATED DOCUMENTS

- Board Dispute Resolution Policy
- Bullying Policy
- Anti-Discrimination Policy

AUTHORISATION

[Signature of CEO]

[Name of CEO]

[Date]



C. H. A. M.