Internal Conflict Policy

Narwee Baptist Community Broadcasters Ltd
Compliance with Community Broadcasting Code of Practice – Code 1.5

1. Purpose

This policy outlines how Narwee Baptist Community Broadcasters Ltd manages and resolves internal conflicts, disputes, or grievances between volunteers, staff, management, or members, in accordance with Code 1.5 of the Community Broadcasting Code of Practice.

2. Scope

This policy applies to all volunteers, staff, Directors, and members of Narwee Baptist Community Broadcasters Ltd.

3. Principles

- All parties involved in a conflict will be treated fairly, respectfully, and confidentially.
- The process will be transparent, timely, and accessible.
- The best interests of the station and its community will guide all decisions.
- The station audience and supporters will be shielded from any negative effects of internal conflict.

4. What is Internal Conflict?

Internal conflict is defined as a serious dispute or grievance arising between volunteers, staff, Directors, or members that threatens the harmonious operation of the station. Common causes include disagreements over programming, station policies, roles, or interpersonal issues.

5. Procedure for Resolving Internal Conflict

Step 1: Early Resolution

- Where possible, parties should attempt to resolve the issue directly and informally.
- If direct resolution is not possible or appropriate, the matter should be raised with a relevant manager or Board member.

Step 2: Written Notification

- If informal resolution fails, the person with the grievance should submit a written description of the conflict to the Station Manager or Company Secretary.
- The Station Manager or Company Secretary will acknowledge receipt within 7 days and arrange a meeting with all parties involved.

Step 3: Mediation

- The Station Manager or Board of Directors may appoint an impartial mediator, or form a sub-committee, to facilitate discussion and seek resolution.
- All parties will have an opportunity to be heard and to present their case.
- Mediation should be completed within 2 weeks of initiation.

Step 4: Committee Review

- If mediation does not resolve the conflict, the matter will be referred to the Board of Directors for a final decision at its next scheduled meeting.
- If the conflict involves Board members, they may attend but should not vote on the matter.

Step 5: Appeals

- Any party to the conflict may appeal the Board's decision by submitting a special motion at the next Annual General Meeting.

6. Confidentiality and Record Keeping

- All proceedings will be confidential and records of the conflict and its resolution will be kept securely for at least two years.
- Only those directly involved will have access to information about the conflict.

7. Protection from Retaliation

- No person will be disadvantaged or retaliated against for raising a genuine grievance or participating in the resolution process.

8. Policy Review

- This policy will be reviewed annually or as required by changes in the Codes of Practice.