

## **POLICY NO. 4**

### **GRIEVANCES POLICY**

#### **BACKGROUND**

This document is a Policy which records procedures that are designed for the resolution of grievances of members about decisions or actions of the Committee of Management (COM) or its Committees.

A member who wishes to lodge a complaint, must do so in writing addressed to the Secretary who shall immediately inform each member of the COM of the fact of the complaint and supply each such member of the COM with a copy of the written complaint.

For the purposes of this Policy, a grievance does not arise if the subject of the complaint relates to:

1. Adopted policies or procedures of 2AIR FM 107.9;
2. Other Policies that contain an alternate review process, or
3. Performance reviews

#### **POLICY**

In managing internal complaints from members 2AIR FM 107.9 will pursue the following commitments:

1. A fair, transparent and impartial investigation process;
2. To make all reasonable effort to resolve the internal conflict within 90 days;
3. To provide all parties involved with reasonable notice of meetings;
4. Access to some form of independent mediation processes where resolution is not easily achieved;
5. Access to an appeals process; and
6. To respect all individuals rights to privacy and to fair and equal treatment.

#### **Stage 1: Investigation and internal complaint resolution**

1. 2AIR FM 107.9 will properly investigate complaints. The investigation will be conducted by a nominated officer with the authority to represent the licensee (e.g. the President), or a complaints committee made up of representatives of the committee of management or other impartial members appointed to that committee.
2. The investigation process will generally follow these steps:
  - (a) Establish if there has been any breach of station policy, broadcasting law, or other legal requirement;
  - (b) Recommend appropriate action in relation to volunteers if a breach has occurred;

- (c) Negotiate for dispute resolution by managing discussion between disputants, which is aimed to bring about agreement or a settlement of opposing demands or attitudes;
- (d) Recommend appropriate legal response if legal action is likely or is taking place;
- (e) Recommend appropriate response to the complainants after taking legal advice if necessary;
- (f) Recommend appropriate action/s needed to avoid future breaches;
- (g) Write to all parties involved in the investigation outlining the outcomes of the investigation and informing them that they have a right to lodge a letter of Appeal regarding the determination made by the investigating party to the full COM of 2AIR FM 107.9 at their next meeting.

### **Stage 2: Mediation**

Where Complaints are not resolved through the findings of the investigation process:

1. Consider independent mediation if a reasonable outcome for all parties cannot be achieved. (A range of free services are available to not-for profit organisations, or the station may use a person/ party agreed by all to be independent and impartial to mediate an outcome), or
2. Consider impartial legal or other expert advice as required

### **Stage 3: Reporting and Record Keeping**

A record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation is to be kept for 1 year, include:

1. The date and time the complaint was received;
2. The name and address of the complainant;
3. The substance of the complaint;
4. The substance and date of the licensee's response;
5. The ultimate outcome regarding the complaint.