



DISPUTES AND GRIEVANCES POLICY

91.5FM Cooloola Christian Radio Association Inc.

CONTENTS

DISPUTES AND GRIEVANCES POLICY	2
POLICY:	2
DEFINITION:	2
PROCEDURE:	2
DISPUTES:	2
Employees/Volunteers:	2
Formally lodging a grievance:	2
Investigating the grievance:	3
Resolving the grievance:	3

91.5FM COOLOOLA CHRISTIAN RADIO ASSOCIATION INC.

DISPUTES AND GRIEVANCES POLICY

POLICY:

The Cooloola Christian Radio Association Inc. fosters good relations between employees/volunteers and management. Disputes and grievances should be addressed within the Cooloola Christian Radio Association Inc. in a timely and confidential manner.

DEFINITION:

A **dispute** can arise from discrimination, harassment, or any other behaviour by one employee/volunteer against another, or by the Cooloola Christian Radio Association Inc. against an employee/volunteer.

A **grievance** is a formal complaint lodged by one employee/volunteer against another or against the Cooloola Christian Radio Association Inc.

Sexual harassment is any form of unwanted, unwelcome or uninvited sexual behaviour that is offensive, humiliating or embarrassing.

Workplace harassment is repeated behaviour, other than behaviour amounting to sexual harassment, of one employee/volunteer or group of employees/volunteers that is unwelcome, unsolicited, and considered to be offensive, intimidating, humiliating or threatening by another employee/volunteer.

PROCEDURE:

Problems can arise from the behaviour, action or decisions of management or other employees/volunteers. Disputes and grievances must be treated by all parties with the utmost confidentiality, and the complainant must not be victimised. All grievances must be taken seriously and investigated in an impartial manner.

DISPUTES:

Employees/Volunteers:

- Try to resolve disputes with the other person involved before lodging a grievance.
- If attempts to resolve the dispute fail, discuss the matter with the supervisor.
- The supervisor will mediate and seek an acceptable compromise for both parties.
- If the dispute involves the Manager, discuss the matter with the Management Committee.
- Issues of sexual harassment or discrimination should be brought to the notice of supervisors or the Manager.

Formally lodging a grievance:

If a dispute cannot be resolved, lodge a grievance in writing and submit to the Manager.

The report should detail:

- description of the decision/s or behaviour/s
- grounds by which the decision or behaviour has adversely affected you
- time and date of the decision/s or behaviour/s
- names of witnesses
- action necessary to resolve the grievance
- attempts made to resolve the dispute.

Investigating the grievance:

Once a formal grievance is lodged, the Manager will investigate the matter within five (5) working days. If the Manager has a conflict of interest in the matter, another person will conduct the investigation.

The following parties will be interviewed:

- Employee/volunteer who has lodged the grievance
- Employee/volunteer against whom the grievance has been lodged
- any witnesses

Resolving the grievance:

If the investigation reveals that the grievance is valid, and depending on the nature of the complaint and its seriousness, the employee/volunteer against whom the grievance was lodged may be:

- required to apologise to the employee/volunteer who lodged the grievance
- be given a written warning or counselling.
- dismissed.

If the grievance cannot be substantiated because of a lack of evidence, the Cooloola Christian Radio Association Inc. may:

- remind all employees/volunteers of their obligations under the *Code of Conduct* and the *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*
- ask all employees/volunteers to undertake training in negotiation skills and dispute resolution
- ask Manager to identify potential conflicts among their employees/volunteers and offer counselling.

If the grievance is found to be a frivolous claim, and depending on the seriousness of the allegations, the employee/volunteer making the complaint may be:

- asked to undertake counselling
- make a written apology to the employee/volunteer complained about
- given a written warning.
- dismissed.