

Internal Conflict Policy

This policy articulates the procedures for resolving internal conflict within 2CHR.

Organizational conflict is an internal misunderstanding or disagreement that can occur between members and/or officers of the organisation. This is often brought on by a grievance or dispute.

2CHR has a strong commitment to maintaining an organisation that embraces equal opportunity and the provision of a harmonious and a cohesive Station environment.

The Management Committee shall ensure that all station personnel are treated fairly and have reasonable avenues of redress for any source of conflict that may arise.

The Management Committee shall ensure that awareness of the conflict resolution policy by station members is maintained. This shall include a copy of the policy held at the station and availability via the 2CHR web page.

2CHR aims to:

- Minimise the occurrence and intensity of disputes.
- Encourage station personnel to solve matters of conflict before either their own involvement in 2CHR or the operation of 2CHR is adversely affected.
- Provide reasonable opportunity and clear procedures to allow grievances to be solved quickly and with mutual agreement between parties and to ensure the process is fair to all parties.
- Minimise interruption to the provision of service while also ensuring the health and safety of any persons.
- Ensure confidentiality and the protection of the rights of all parties involved during and after the process of resolving grievances.
- Prompt action must be taken against vexatious or frivolous complaints. Achieve a resolution that considers all parties within the constitutional rules of the Organisation.
- Persons in conflict over an organisational procedure should, where possible, raise the issue ASAP with office and the Station Manager. He/She will attempt to resolve the conflict. If this is not possible, the matter will be brought before the committee.
- On completion, all parties will be informed about outcomes (as appropriate and in line with confidentiality obligations).

Following any investigation concerning a serious grievance or internal dispute (irrespective of the findings), the Station Manager and/or Committee will:

- Consult with the parties involved to monitor the situation and their wellbeing
- Educate and remind all members and volunteers of any policy or procedural changes as a result of the findings
- Inform both parties of the appeals procedure that can be accessed if one of the parties believes that there has been a serious error in the decision. The Committee may decide then to escalate the investigation/complaint to an outside organisation. e.g. the CBAA, Police.