



Sunraysia Community Radio Association Inc.

ABN: 19 305 406 312

STAFF/ VOLUNTEER GRIEVANCES AND DISPUTE RESOLUTION POLICY

Introduction

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

Sunraysia Community Radio Association Inc (SCRA) encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, a member from the Committee.

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

Purpose

In accordance with the Community Broadcasting Codes of practice CODE 1:

Our responsibilities in broadcasting to meet our community interest

1.5 We will have written policies and procedures in place to effectively deal with internal conflict.

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

Policy

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

Employees and volunteers should feel comfortable discussing issues with the Station Coordinator or a member/ members of the Committee in accordance with the procedures outlined below.

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

No employee/ Volunteer will be intimidated or unfairly treated in any respect if they utilise this policy to resolve an issue.

This policy applies to permanent and part-time paid employees and volunteers.

Responsibilities

It is the responsibility of the Station coordinator to ensure that:

- They identify, prevent and address potential problems before they become formal grievances;



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- They are aware of and committed to the principles of communicating and information sharing with their employees and volunteers;
- All decisions relating to employment practices are made with consideration given to the ramifications for the individual, as well as the organisation in general;
- All grievances will be dealt with in the most appropriate manner at the earliest opportunity;
- All employees and volunteers are treated fairly and without fear of intimidation or any future work place discrimination.
- It is the responsibility of Employees and Volunteers to ensure that:
- They attempt to resolve any issues through their Station Coordinator and through internal processes at the earliest opportunity.
- It is the responsibility of the Station Coordinator/ Committee to ensure that:
- All employees and volunteers are aware of their obligations and responsibilities in relation to communication and information sharing with their employees;
- Ongoing support and guidance will be provided to all employees in relation to employment and communication issues;
- All managers, supervisors, employees and volunteers are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of managers or supervisors is handled in the most appropriate manner at the earliest opportunity.