

- POLICY - CONFLICT RESOLUTION



A DIVISION OF
MACKAY & DISTRICT ABORIGINAL & ISLANDER MEDIA ASSOCIATION LTD



Purpose:

The purpose of this policy is to outline the process to be followed when a conflict arises within the Mackay District Aboriginal and Islander Media Association.

This policy applies to all employees, the Executive Committee of the Board and the Board of Directors.

Definition:

Policy Conflict Resolution: When a solution is reached that addresses a problem and is acceptable to all parties involved

Arbitration: The process where a dispute is heard and resolved by an impartial referee.

The following conflict resolution process is for solving problems including harassment, which cannot be resolved satisfactorily or fairly in the supervisory relationship.

The aim of this process is to resolve conflicts fairly, quickly and at the supervisory level at which the dispute/ conflict occurred.

Any complaint that is not processed within the times specified below is considered to have been dropped. However specified time limits may be extended by written mutual agreement between MDAIMA and the employee.

No attempt is to be made to deny or frustrate an employee's attempt to seek counsel or assistance from outside sources such as the Dispute Resolution Centre.

After a complaint has been put into process, an employee is granted reasonable time off (not to exceed the equivalent of one (1) working day) to attend to such matters.

Procedure:

Complaint by Employee or Volunteer

- Employee to discuss matter with Station Manager within 2 weeks of occurrence
- Station Manager is to respond in writing within 2 weeks of complaint submission. If employee is dissatisfied with the Station Manager's response to the complaint and further action is to be taken, refer matter in writing within 2 weeks after the response to the Executive Committee of Board
- Executive Committee of Board is to meet with the Executive Director/delegate within 2 weeks of receiving the written complaint
- The Chairperson is then to provide binding, written decision within 2 weeks following the meeting of the Committee.

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Full Board Review:

Board of Directors shall meet with Employee to consider the matter and provide written decision following meeting. If Employee with complaint is dissatisfied with Board of Directors' response to complaint and further action is to be taken, submit written request for arbitration within seven days after the response is received.

Arbitration:

Station Manager and Executive Committee of Board will:

- Agree on an arbitrator
- Meet with an arbitrator
- Accept the Arbitrator's decision as Binding.