



INTERNAL CONFLICT

Policy number	PN57	Version	2.0
Reviewed by	Denise Kuchmar	Approved by COM on	17/8/15
Responsible person	President	Scheduled review date	17/8/16
		Actual review date	15/10/19
		Scheduled Review Date	30/6/21

Introduction

PVFM is committed to providing an environment in which complaints are responded to promptly and with minimum distress and maximum protection to all parties. As part of its commitment to creating a supportive and open organisational culture, PVFM is committed to ethical and responsible management, transparency in its decision-making processes, and a visible, accessible and fair complaints process. PVFM views complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into levels of satisfaction.

Scope

This policy applies to disputes between:

- a. a member and another member;
- b. a member and the Committee;
- c. a member and the Association.

A member must not initiate a grievance procedure in relation to a matter that is the subject of a disciplinary procedure until the disciplinary procedure has been completed.

Note: A dispute over a management decision by Plenty Valley FM Committee of Management, Staff or other authorised persons would be defined as a dispute between a Member and the Association.

Policy

All efforts must be made to enable a speedy and amicable resolution of any internal conflicts that may threaten the harmonious functioning of the Association.

All complaints, grievances and disputes should formally be communicated in writing to the secretary of the Association who must acknowledge receipt of the document within two (2) days of receipt of the complaint.

The parties to the dispute must meet and discuss the matter in dispute, and, if possible, resolve the dispute within 14 days after the dispute comes to the attention of all of the parties.

If the parties are unable to resolve the dispute at the meeting, or if a party fails to attend that meeting, then the parties must, within 10 days –

- a. Notify the Committee of the dispute and
- b. Agree to or request the appointment of a mediator and
- c. Attempt in good faith to settle the dispute by mediation

The mediator must be-

- (a) a person chosen by agreement between the parties; or
- (b) in the absence of agreement-
 - (i) if the dispute between a member and another member, a person appointed by the committee of the Association; or
 - (ii) if the dispute is between a member and the Association - a person appointed or employed by the Dispute Settlement Victoria.

A mediator appointed by the Committee may be a member or former member of the Association but in any case must not be a person who –

- a. Had a personal interest in the dispute or
- b. Is biased in favour of or against any party

The mediator, in conducting the mediation, must:

- a. give the parties to the mediation process every opportunity to be heard; and
- b. allow due consideration by all parties of any written statement submitted by any party; and
- c. ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.
- d. The mediator must not determine the dispute.

If the mediation process does not resolve the dispute, the parties may seek to resolve the dispute in accordance with the Broadcasting Services Act or otherwise at law.

Related Policies

PN2 Code of Conduct

PN3 Code of Ethics

PN6 Committee of Management Dispute Resolution

PN45 Bullying

PN57 Disputes and Mediation Policy

Related Documents

Articles of Association

Codes of Practice

Board Induction Kit

Employee Induction Kit

President Signature _____

Date: _____