



Policies and Procedures on Internal Conflict

In the case of a dispute arising between two or more members of the station, the following grievance procedure will apply.

Either/any party to the dispute may initiate the grievance procedure by notifying the person, appointed by the Committee of Management to be the Disputes Officer, of the dispute.

The Disputes Officer will attempt to resolve the dispute by applying, as appropriate, the twelve conflict resolution techniques outlined in the Chapter on Conflict Resolution in the CBAA Handbook.

Where the actions taken by the Disputes Officer do not result in satisfaction of the disputing parties and/or resolution of the dispute, the matter will be referred to the Committee of Management for consideration and appropriate action.

In all cases, disputes are to be resolved conscientiously and as soon as possible.

Every case will be decided with regard for the overriding community interest and the principles of procedural fairness.

Where the Committee of Management is unable to resolve the dispute, a decision will be made on the necessity of mediation or conciliation by a third party.