

Conflict Resolution Policy

1.0 INTRODUCTION

The intent of this policy is to provide a framework for resolving conflict between KCR volunteers, between volunteers and employees, and between employees, that affects the function and/or the physical or social environment of KCR. It is an internal policy and does not address listener concerns or complaints, or non-member concerns or complaints.

1.1 General Principles

It is the intent of this policy to encourage members and employees to resolve conflicts and foster good will through direct dialogue whenever possible, before following formal resolution procedures.

It is also the intent of this policy to keep personal relationships at the station healthy and constructive so that KCR can carry out its Mission Statement and Programming Objectives as set out in the KCR Volunteer Manual.

This policy is intended to work in tandem with existing laws including the Employment Standards Act and the Human Rights Act, and not to supersede those laws or contradict them.

Discipline, as set out in the Conflict Resolution and Discipline Procedure, is intended to conform with the accepted concept of *progressive discipline*, which is based on increasing warnings and/or penalties for repeat occurrences, rather than being punitive or arbitrary.

1.2 Definitions

- Manager: The Operations Manager or the Administrative Manager.
- Volunteer: Anyone who does unpaid work of any kind at the station, including programmers and committee members.
- Mediation: A process where a neutral third party assists two conflicting people to come to agreement. This could involve the mediator speaking individually to the two people but ultimately must include the mediator facilitating a meeting between both of the conflicting people.
- Conflict: A strong disagreement or a dispute between volunteers, between volunteers and employees, between employees, or between board and staff, resulting from
 - a) differences of opinion, belief or understanding, or

- b) differences of personality or behaviour, or
- c) violation of KCR policies and procedures or of regulations or laws with which KCR is legally obligated to comply, and which negatively affects the functioning of KCR or its social environment.

- Discipline: Corrective action as prescribed in the Conflicts and Discipline Procedure.
- Progressive Discipline: a system of discipline where warnings and/or penalties gradually increase upon repeat occurrences.

1.3 Related Policies, Procedures, and Documents

- Volunteer Rights and Responsibilities
- Board Code of Conduct and Board Manual
- Principles of the Co-op
- KCR Volunteer Manual
- Employee Evaluation Policy
- Any KCR policy as it may apply to a specific conflict or disciplinary situation.

2.0 Appeals

If a volunteer feels that disciplinary action has been taken against her unfairly, or that her rights as outlined in KCR's *Volunteer Rights and Responsibilities Policy* have been violated, they may appeal the decision. All appeals shall be made in writing to the appropriate person or committee as described in the Conflict Resolution Procedure.

The Appeals Committee will consist of 2 members of the Board of Directors and one member of the co-operative, who is not a board member, selected by the Appeals Committee for his/her experience or background in conflict resolution.

All decisions of the Appeals Committee will be final.