



**INTERNAL CONFLICT  
POLICY**

**2026/2027**

## 1. Purpose

The purpose of this policy is to establish clear, fair, and constructive processes for managing and resolving internal disputes within RAT FM.

Conflict may arise when the goals, values, interests, or opinions of individuals or groups are incompatible or perceived to be incompatible. This policy ensures such situations are handled respectfully, efficiently, and consistently.

## 2. Aims of the Policy

RAT FM is committed to resolving conflict in a positive and collaborative manner. The following principles guide all conflict resolution processes:

- Respond thoughtfully rather than react emotionally
- Identify early signs of conflict to enable timely resolution
- Encourage cooperation and mutual understanding
- Turn disagreements into opportunities for collaboration
- Ask constructive questions to move beyond fixed positions

## 3. Organisational Structure

RAT FM consists of four key groups:

### 3.1 Board of Management

The Board of Management governs the entire organisation, including all sub-committees, and oversees administration and strategic direction.

### 3.2 Sub-Committees

Sub-committees manage specific operational areas of RAT FM. These may include:

- Programming Committee
- Technical Committee
- Digital & Marketing Committee
- Training Committee

Each sub-committee is responsible for decisions within its designated area.

### 3.3 Employees

Employees are managed by the Board of Management and support the day-to-day operations of the station, including administration and sponsorship activities.

### 3.4 Members

<b>Author:</b>	Matthew Berry	<b>Reviewed By:</b>	Matthew Berry
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Members are individuals affiliated with RAT FM who do not hold positions on the Board or sub-committees but contribute to the station's community and activities.

## 4. Conflict Resolution Process

### Step 1: Informal Negotiation

Where possible, individuals involved in a dispute should first attempt to resolve the issue informally.

- Discussions should be respectful and conducted in good faith
- The goal is to reach a mutually acceptable outcome
- Open communication is encouraged

### Step 2: Written Acknowledgment

If informal negotiation does not resolve the issue:

- Each party must submit a written account of the dispute
- This should include their perspective and relevant details
- The complaint must be directed to the appropriate authority

#### Examples:

- Programming issues → Programming Committee
- Technical issues → Technical Committee

The receiving body will review the matter and respond accordingly.

### Step 3: Escalation to Board of Management

If the dispute remains unresolved at the sub-committee level:

- The matter must be escalated to the Board of Management
- Written documentation from all parties must be provided
- The Board will review all information and make a final determination

The Board's decision will be considered final within the organisation.

## 5. Mechanisms for Resolution

RAT FM supports the following mechanisms to assist in resolving disputes:

- Informal discussion and mediation between involved parties
- Formal written submissions to relevant committees
- Escalation procedures to ensure unresolved matters are addressed
- Fair and impartial review by the Board of Management

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## 6. General Principles

- All parties will be treated with respect and fairness
- Confidentiality will be maintained where appropriate
- Retaliation against individuals raising concerns will not be tolerated
- All participants are expected to engage in good faith

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