

FIRST NATIONS MEDIA AUSTRALIA MEMBERSHIP COMPLAINTS AND DISPUTE POLICY



1. Purpose

The purpose of the First Nations Media Australia

Membership Complaints and Dispute Policy is to set out how member complaints and disputes will be investigated and dealt with.

2. Application

The Membership Complaints and Dispute Policy applies to membership:

- Participation in governance actions and provisions.
- Participation in meetings, workshops, Festivals, seminars, conferences, delegations, committees.
- Use of and access to First Nations Media Australia provided membership benefits and resources.
- Engagement with First Nations Media Australia staff and contractors, and
- Any other activities and communications where a Member has direct dealings with First Nations Media Australia or formally represents First Nations Media Australia.

3. Principles

- To resolve issues.
- To treat a complaint or dispute with privacy as relevant to the nature of the complaint and:
 - Consistent with the wishes of the member making the complaint or notifying a dispute.
 - Consistent with the rights of a First Nations Media Australia member, staff member or contractor against whom a complaint has been made or with whom a dispute has been notified.
- To enable First Nations Media Australia to learn from any mistakes.
- To enable First Nations Media Australia to improve its operation and services.
- To support effective professional relationships between members.
- To support effective professional relationships between First Nations Media Australia and its members.

4. Complaints of members in relation to First Nations Media Australia

- Members complaints are to be emailed to the First Nations Media Australia Assistant Manager, clearly stating the nature of the complaint, providing any evidence that is available. The Assistant Manager can be contacted at asstmgr@firstnationsmedia.org.au. The Assistant Manager will acknowledge receipt of the complaint within five working days of it being received. The Assistant Manager will need a little time to investigate the matters which are raised but usually the member will receive a reply within two weeks.
- If, having received a reply from the Assistant Manager, the member is not satisfied the member should write to the General Manager of First Nations Media Australia. The General Manager can be contacted at manager@firstnationsmedia.org.au. The General Manager will acknowledge receipt of the complaint within five working days. The General Manager will then investigate the complaint and will reach a decision on action to be taken, usually within two weeks. The General Manager will write to the member and about the outcome of the decision. The decision of the General Manager is final.
- The General Manager will also report all complaints to First Nations Media Australia's Board of Directors. The members of the Board of Directors will review all complaints and oversee the actions that are needed. All Directors will receive this information at the next Board meeting.
- If the complaint is in regards to management, a member can write to the First Nations Media Australia Chairperson clearly stating the nature of the complaint, providing any evidence that is available. The Chairperson can be contacted at via chairperson@firstnationsmedia.org.au. The Chairperson will acknowledge receipt of the complaint within five working days. The Chairperson will then investigate the complaint and consider the matter at the next Board meeting. The Chairperson will write to the member and let the member know of the decision, usually within two weeks after the Board meeting has taken place.
- There is no right of appeal against decisions taken by the Board of Directors.
- If at any stage the complaint is upheld First Nations Media Australia will apologise and provide an explanation. First Nations Media Australia will also provide an

assurance that the same thing will not happen again and take action to put things right.

5. Dispute resolution between members


The resolution of disputes between members is set out in Clause 12 of the IRCA Constitution, and this shall be the guiding response. Clause 12 sets out the following:

12 DISPUTE RESOLUTION

- 12.1 If a dispute arises, the parties must first try to resolve it themselves.
- 12.2 If the dispute is not resolved within 10 business days, any party may give a dispute notice to the other parties.
- 12.3 The dispute notice must be in writing and must say what the dispute is about. It must be given to the Corporation.
- 12.4 The Board or any of the dispute parties may ask the Registrar and/or another qualified person for an opinion.
- 12.5 The Board may, by resolution, appoint a mediator to assist in resolving the dispute.
- 12.6 The Board must help the parties resolve the dispute within 20 business days after the Corporation receives the notice of dispute.
- 12.7 If the Board cannot resolve the dispute, it must be put to the members to resolve at a general meeting.

6. Other relevant First Nations Media Australia Membership policies

- Membership Code of Conduct.
- Membership Copyright Policy.
- Membership Diversity Policy.
- Membership Health and Safety Policy.
- Membership Indigenous Cultural and Intellectual Property Policy.
- Membership Privacy Policy.

Version	Date adopted/revised	Endorsement/Description of change
1.	8/5/19	General Manager Daniel Featherstone 
		Endorsed by First Nations Media Australia Board