



## **Grievance Handling Procedure**

In the event of a member of Indigo FM having any grievances or concerns with the actions of the Committee of Management (CoM) or any of the individual members of the CoM, or any person representing or acting on behalf of Indigo FM (including Station Managers and On – Air Presenters), the following protocol should apply.

The concerned member should write to the CoM outlining any grievances or concerns and the reason why the member feels that the CoM should take action. The member should also indicate what action they believe would be appropriate.

The member concerned will then be asked to attend a CoM at their earliest convenience to discuss the issues identified.

The CoM will then proceed to deal with the matter in a manner that is considered to be in alignment and consistent with the Vision, Mission Statement, Values and Strategic Plan of Indigo FM and in the best long-term interest of Indigo FM.

In all instances the CoM will seek to facilitate a consensus based resolution to address the relevant issues.

All communications and discussion will be in confidence between the CoM and the parties concerned.