

Arc Clubs Grievance Resolution Policy & Procedure Requirements

All Clubs must adhere to a formal Grievance Resolution Policy & Procedure, whether your Club has its own internal Grievance Resolution Policy & Procedure or you follow one administered by the relevant Faculty, School or Residence of UNSW. In either instance, the policy & procedure must address to the following requirements:

- ❑ At minimum, specify that the formal Grievance Resolution Policy & Procedure applies to current UNSW students, staff and members of your Club.
- ❑ Requirements for formally reporting a grievance to a Grievance Officer of your Club
 - These requirements must include submitting the grievance in writing, including names, dates and reasons for the grievance, and the desired result of raising the grievance.
 - You can specify additional requirements, however they must not be a substantial barrier to reports being made
 - When deciding on their suitability for handling the grievance, the Grievance Officer/your Club must consider
 - Whether the grievance directly involves the Grievance Officer
 - the Grievance Officer's ability to remain impartial during any grievance procedure
 - the Grievance Officer's ability to successfully handle the grievance process
 - Specify who will handle a given grievance if the Grievance Officer is not an appropriate person to handle it after considering the suitability criteria
 - If the Grievance Officer is not an appropriate person to handle the grievance, the grievance must be referred on to another Grievance Officer of your Club (if you have one and it is decided that they are an appropriate person to handle the grievance), otherwise another appropriate person on your Club Executive.
- ❑ The standard procedure followed by the Grievance Officer, including
 - Advising the complainant of your Club's Grievance Resolution Policy & Procedure (including requiring a grievance to be set out in writing)
 - Gathering sufficient information about the grievance from the complainant (the person reporting the grievance) to determine the necessary steps to be taken in order to deal with, and resolve the grievance, including whether or not the Grievance Officer is the appropriate person to handle the grievance.
 - Investigating the grievance and resolving the issue, including contacting relevant parties for further information, notifying those alleged to have caused the grievance of the allegations made against them and giving them the opportunity to respond.
 - Where approval/agreement from your Club Executive is required (e.g. agreement on changes to events or procedures of your Club that the whole Executive are responsible for), the Grievance Officer will make a recommendation to the Club Executive on how the grievance should be resolved. Where a decision is required from the Executive, the Executive should take steps to make an impartial decision.
 - Specifying that details of all conversations and dates will be documented in writing for Club records (which must be kept secure & confidential)

- ☐ A statement of procedural fairness - that any person involved in an investigation will be afforded:
 - Adequate notice of any investigation or meeting (at least five (5) working days);
 - Sufficient information about the allegations, the relevant facts and evidence;
 - Time to consider their response (at least five (5) working days);
 - An opportunity to respond to allegations;
 - A fair and reasonable inquiry into the matters in dispute;
 - A right of appeal

- ☐ Appeal / Review of decision
 - If the complainant is not satisfied with the way the grievance has been handled they can refer to other appropriate Club Executives for review (taking into consideration any conflicts of interest on the matter). The appeal needs to be submitted in writing within a specified period (no less than five (5) working days) of receiving notification of the outcome of the formal grievance and must specify the reasons for the appeal (i.e. why the original decision was incorrect based on a lack of procedural fairness).
 - Once notified, the Executives receiving the appeal will conduct a review of the procedure followed, the outcome issued and make a final determination by the Club on the issue. Once this determination is made, the person who has made the appeal will be notified of the outcome.

- ☐ Requirements of confidentiality and discretion
 - That those involved in any procedure under the Club's Grievance Resolution Policy & Procedure maintain the confidentiality of the identity of the person(s) and the incident(s) alleged to have occurred to warrant a grievance being lodged.
 - Where incidents are required to be reported to Arc, UNSW or the police, the complainant will be informed and upon request the report will be de-identified unless identification is required by law.
 - If the Grievance Officer is of the reasonable opinion that it is not appropriate to notify the complainant before reporting to Arc, UNSW or the police, this notification can be withheld but the Grievance Officer must let the organisation/s receiving the report that this notification was not given to the complainant.
 - Any breaches of confidentiality will be taken seriously and may be reported to UNSW.

- ☐ Specify that the Club should not be formally engaged in resolving personal disputes where none of the parties involved are acting on behalf of the Club.

- ☐ Specify a standard maximum time frame for raising grievances for which no reasonable excuse explaining the delay has been provided to the relevant Club/s or Arc @ UNSW (this must not be less than three (3) months from the incident/s).
 - In the case of longer-term or repetitive issues, at least once instance must have occurred within this period.

We also recommend (but do not require) that your Grievance Resolution Policy & Procedure states that:

- ☐ informal grievance resolution should be attempted before following formal grievance resolution procedures.

There is a template Grievance Resolution Policy & Procedure that meets all the requirements above. You can use the template, adapt it or write your own as long as all the requirements are met.