

Grievance Officer & Policy Implementation Checklist

If you **already** have a Grievance Role:

- Check that the responsibilities of this role meet the minimum requirements:
 - *To receive complaints and grievances relating to the Club;*
 - *To investigate grievances (where necessary) and resolve grievances or make recommendations to the Club Executive on the resolution of grievances;*
 - *To act in a fair, ethical and confidential manner in the performance of their duties, and pass on their responsibilities for specific grievances to other Club Executives if they cannot act impartially; and*
 - *To notify those involved of the outcome of the grievance*
- If necessary, update the Grievance Officer responsibilities to the **existing** Grievance Officer role by:
 - Adding the additional/altered Grievance Officer responsibilities to the responsibilities of the existing position the constitution
 - **Optional:** rename this position (if you decide to do this, update your constitution to reflect the new title)
 - Holding a vote at your AGM or EGM to approve these constitutional changes
- Your constitution specifies a list of duties that the whole Executive team are responsible for. Ensure the following is on that list.
 - *The maintenance and review of policies & procedures of the Club, including its Grievance Resolution Policy & Procedure.*
- Hold a vote at an AGM or EGM to approve these constitutional changes. Remember to mention these changes and any relevant elections in your AGM/EGM Notice.

If you **already** have a Grievance Resolution Policy & Procedure

- Ensure your Club's Grievance Resolution Policy & Procedure (it can be called something different) meets the [requirements](#).

If you **don't** already have a Grievance Officer Role or Policy

- Read through the Grievance Officer [resources](#)
- Decide the best way to implement the Grievance Officer role in your Club's Executive team. Options include:
 - Moving **similar responsibilities** from other existing roles to a new the Grievance Officer position
 - Creating one or more **stand-alone positions** on your Club Executive team
 - **Combining** the Grievance Officer responsibilities with an **existing** executive position
 - **Restructuring** the Executive team (e.g. if there are some larger roles that have too many responsibilities, consider moving duties between roles and add the required grievance officer duties to a new or existing role)
- Make the required changes to your Club's constitution by
 - Updating the list of Executive positions and the duties of each role, according to what you've decided in the previous step. For the role/s taking on grievance responsibilities, their duties must at least include:
 - *To receive complaints and grievances relating to the Club;*
 - *To investigate grievances (where necessary) and resolve grievances or make recommendations to the Club Executive on the resolution of grievances;*
 - *To act in a fair, ethical and confidential manner in the performance of their duties, and pass on their responsibilities for specific grievances to other Club Executives if they cannot act impartially; and*
 - *To notify those involved of the outcome of the grievance*
 - Adding the following to the section of the constitution that specifies a list of duties that the whole Executive team are responsible for:
 - *The maintenance and review of policies & procedures of the Club, including its Grievance Resolution Policy & Procedure.*
 - Hold a vote at an AGM or EGM to approve these constitutional changes. Remember to mention these changes in your AGM/EGM Notice.
- Conduct elections for any new Executive roles at the AGM or EGM. Remember to mention these elections in your AGM/EGM Notice.
- Adopt a Grievance Resolution Policy and Procedure that meets Arc's requirements. You can do this by either using the [template](#) Grievance Resolution Policy and Procedure, adapting it for your needs or write your own as long as it meets the requirements.