

## House Grievance Officer

This is not an official Management Committee position but it is important that someone who is a member of the House be appointed to this role.

The role of the Grievance Officer is to:

- Provide a first point of contact for people with enquiries related to a conflict or grievance, including discrimination, harassment and bullying.
- Provide information about the House's conflict and grievance policy and anti-discrimination, harassment and bullying policy, and the processes and options available to people, both within the House and through outside alternatives.
- Explain and provide information about conflict and grievance resolution and what constitutes discrimination, harassment and bullying.
- Undertake awareness-raising in the House about House policies and procedures in regard to conflict and grievance resolution and discrimination, harassment and bullying.
- Where possible and as appropriate, encourage parties to utilise the informal processes available to them.
- Assist parties involved in a conflict or grievance to work towards a solution.
- Inform people of their rights under Tasmanian and Commonwealth law
- Investigate and report on discrimination, harassment and bullying complaints.

The Grievance Officer should have a good knowledge of:

- House policies, including the conflict and grievance resolution and the anti-discrimination, harassment and bullying policies and procedures
- Discrimination, harassment and bullying legislation and issues
- Strategies for dealing with and assisting in the resolution of conflicts and grievances

and should:

- Have a commitment to and understanding of social justice and equal opportunity.
- Provide accurate information and appropriately refer matters as required.
- By their own behaviour, act as a role model to people involved with the House.
- Be proactive in promoting a discrimination, harassment and bullying free environment.
- Be discreet and maintain confidentiality of the issues raised by persons seeking advice.
- Keep up to date with any changes in policies and procedures.

It is never appropriate for a Grievance Officer to ignore a grievance/complaint. All matters should be dealt with immediately or referred to an appropriate authority.