



ROLE	Grievance Officer
Purpose	To be the first point of contact when making a formal complaint and to guide and facilitate the grievance procedure in accordance with the Complaint Management Policy and Procedure.
Responsible to	Executive Committee
Time Commitment	Approx 2 hours per week (in season)
Responsibilities & Duties	<ul style="list-style-type: none">• Ensure the safety and welfare of Club Members• Assist in grievance and complaints resolution• Act as an impartial body, offering a sounding board for the Management Committee to bounce ideas off• Assist complainant in putting their complaint down on paper• Compile all of the evidence into one report and provide this to the Management Committee• Identify options for resolution of conflicts and grievances• Refer complaints and grievances to other bodies in conjunction with the complaints and grievance flow chart• Awareness of Child Protection, Anti-Harassment and Discrimination, Codes of Conduct, Member Protection and other relevant policies• Liaise with members of the Club, President and other bodies
Knowledge & Skills Required	<ul style="list-style-type: none">• Excellent interpersonal and communication skills• Good understanding of Club, State and National Surf Life Saving policies and Procedures• Good organisational skills• Computer skills