

LARPwest Grievance Subcommittee Overview

OVERVIEW

The LARPwest Grievance Subcommittee is an approachable and diverse group of individuals tasked with handling grievances and complaints in the WA LARP community. The Subcommittee follows clear Grievance procedures that are accessible to the community through the Grievance Procedure Document. They receive statements, investigate a case, and form recommendations on the outcome which is approved by the LARPwest Committee. First and foremost, they are concerned with upholding the values of safety, consent, confidentiality and procedural fairness.

Safety

- The physical, mental, and emotional safety of LARPwest Members is the primary concern in all conduct of the Grievance Subcommittee.
- The Grievance Subcommittee may deviate from the Grievance Procedure Document if an individual's safety is at risk. This decision must be discussed with all Subcommittee members before actioned.

Consent and Confidentiality

- Consent and confidentiality is considered at every step of the Grievance process.
- Action will not be taken on reports without the consent of the reporter.
- Information will not be disclosed to parties outside of the LARPwest Committee, Grievance Subcommittee, and if appropriate, Event Organisers, without consent of the involved party or severe necessity. An exception is made if required by law.

Procedural Fairness

- Every individual has the opportunity to file a report, regardless of their LARPwest status.
- No one will be given a LARPwest sanction without the opportunity to respond to allegations (interim sanctions excluded).
- All statements are reviewed and deliberated without bias or prejudice. Grievance Representatives who are biased to a case will be removed from handling that case.

PURPOSE

1. Provide a safe, confidential and unbiased forum for community members to raise concerns and grievances.
2. Uphold the LARPwest Code of Conduct by recommending sanctions for conduct breaches.
3. Provide a central complaints process applicable to LARPWest events to help ease the pressure from Event Organisers and staff.
4. Communicate LARPwest membership suspensions to the WA LARP community without sacrificing privacy.
5. Communicate LARPwest sanctions to Event Organisers without sacrificing privacy.

SPECIFICATIONS

The group consists of between three and eight Grievance Representatives. This is to ensure the Subcommittee is able to include different perspectives on case handling and policy decisions. Conflict of interest and bias is taken into account on a case by case basis, with biased Grievance Representatives being completely recused from the Grievance process for that case. The group also includes two LARPwest Administrators, who are LARPwest Committee members that facilitate the Subcommittee and liaise between the two groups.

Intake is staggered every 6 months to allow mentorship and training with new Grievance Representatives. These applications are reviewed and approved by the LARPwest Committee. Once new Representatives are integrated, older Grievance Representatives are consulted and if necessary step down from their position. The goal is to balance the need for experience in handling case matters, but also prevent Representatives from burning out due to the workload and heavy nature of some cases.

JURISDICTION

The LARPwest Grievance Subcommittee's jurisdiction is all past, present, and potential LARPWest members. As Grievance Subcommittee sanctions only relate to LARPwest memberships, all three categories are relevant and lawful.

Outcomes of LARPwest Grievances cases are applicable to all LARPwest events. LARPwest Event Organisers still have jurisdiction to make decisions regarding their own events, but must adhere to any LARPwest suspensions or sanctions. At events, Grievance Representatives may work in conjunction with Event Organisers if necessary to resolve any immediate issues.

In severe cases, Grievance Representatives can pass interim sanctions at LARPwest events (please see the Grievance Procedure Document for more information). This is a last resort measure only to be used when necessary, and ideally with the cooperation and consent of event organisers.

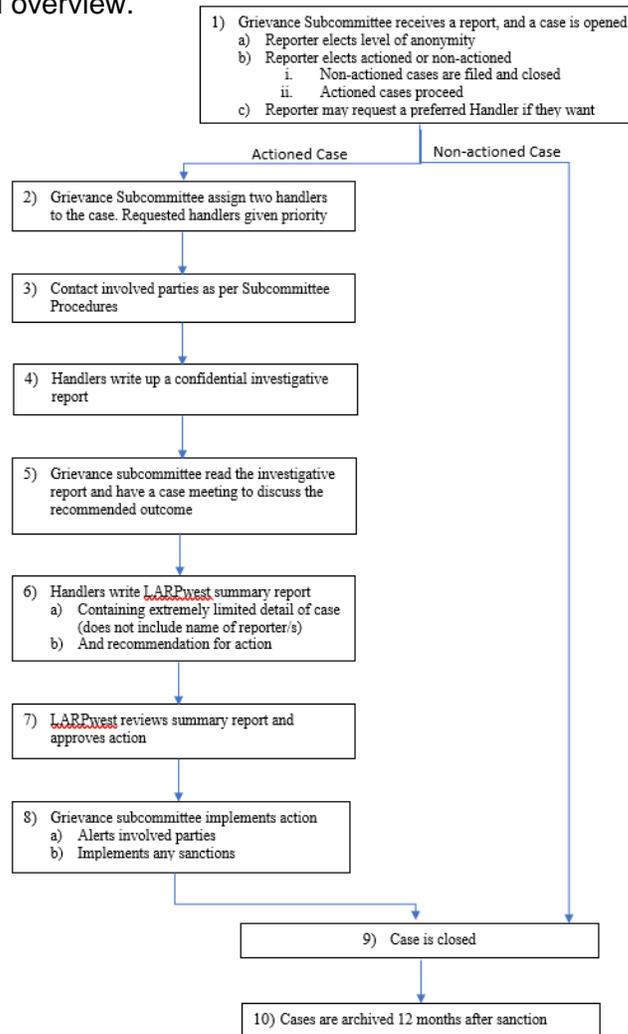
An official Grievance process does not begin until a report is submitted. Any individual, regardless of their status of LARPwest membership, may submit a report. Prior to this, Grievance Representatives must give all individuals the opportunity to file a report. This can take the form of informal conversations to help explain the Grievance procedure.

The Grievance Subcommittee is not a Police or security agency. It makes no judgement on the morality or criminality of peoples behaviours, beliefs, or actions. The Subcommittee considers the information it is reasonably able to gather, and provides a recommendation to LARPwest on an individual's LARPwest membership status. Serious matters are recommended to be referred to the Police.

The Subcommittee is also not a counselling or therapy service. It is a group of LARPwest volunteers who do their best to conduct themselves and make decisions regarding the safety of the WA LARP community. Please reach out to your GP or mental health professional if you require support that is outside the scope of the Grievance Subcommittee.

GRIEVANCE PROCEDURE

Please consult the Grievance Procedure Document for a full step by step rundown of how the Grievance Subcommittee operates. The following flowchart is a simplified version, but can be considered a general overview.



Please note these procedures are not criminal investigation tools. The Grievance Subcommittee has jurisdiction to process complaints and make recommendations regarding LARPwest memberships. At no point do they make judgement regarding criminal guilt or certainty of allegations made. The Grievance Subcommittee recommends that serious matters also be referred to the Police and/or mental health services.

SANCTIONS

The LARPwest Grievance Subcommittee may recommend sanctions, which are approved by the LARPwest Committee. The four main Sanction types are as follows;

- Official Warnings - The LARPwest member receives an official warning for alleged conduct. This will stay on file and be revisited if future complaints of the same nature occur. Kept confidential between LARPwest, Event Organisers, and the individual.
- Membership Probations - Conditions on LARPwest membership that an individual can voluntarily agree to if they want to retain that membership. For example, no drinking alcohol at LARPwest events. Kept confidential between LARPwest, Event Organisers, and the individual.
- Membership Suspensions - An individual may have their LARPwest membership terminated, or may be prevented from purchasing membership. They will be unable to purchase membership until the end of the suspension term. Suspensions will be listed on the suspension list on larpwest.net, accessible only by LARPwest members. This list will contain the individual's name, suspension term, and colour code.
- Interim Sanctions - Grievance Representatives may place interim sanctions in cases of urgency and severity. Kept confidential between LARPwest, Event Organisers, and the individual. Interim sanctions are temporary conditions while the case is being investigated and resolved. They will either be lifted, or replaced with other sanctions, at the conclusion of a case.

The Grievance Subcommittee handles cases as confidentially as reasonable in the situation. Given the nature of the LARP community, Event Organisers are considered among a limited category of individuals who need to be aware of sanctions. This is to provide better communication between LARPwest and Event Organiser teams, and better promote community safety. An Event Contact from each active LARPwest event is notified of official sanctions. For more information, please see the Sanctions Section of the Grievance Procedure Document.

RECORD KEEPING

The Grievance Subcommittee keeps a confidential record of case information on a google drive, which the Grievance Representatives and Grievance Administrators have access to. Case folders contain all statements and information that has been consented to be included in the Grievance process. If information is given anonymously, the reporter's identity will not be included. It also contains reports written by the Grievance Subcommittee throughout the process. Case folders are periodically archived 12 months after the end of a sanction, and then only become accessible by the LARPwest Administrators.

The Grievance Subcommittee keep a confidential sanction register, which is a list of all official sanctions that have been handed out, including warnings and probations. They also keep an updated suspension list which can be accessed with a LARPwest login on www.larpwest.net so the community may be informed of active LARPwest suspensions.

The Grievance Subcommittee also keeps a database of event sanctions. This is to be passed on to the Subcommittee from each organiser team within 7 days of the completion of an event. This list includes all official action taken by Event Organisers, including cards and bans. This database is for the purpose of record keeping, accountability and monitoring. If official action is to be taken, Grievance Procedures will be followed.

AMENDMENTS AND FEEDBACK

LARPwest takes feedback from the community seriously. If you have any questions, concerns or feedback on our documents or process, please send it through to larpwestgrievance@gmail.com

Amendments to this document or the Grievance Procedure Document can be proposed by the LARPwest Grievance Subcommittee. They get submitted for approval from the LARPwest Committee. The updated version will be published to the community, who will be given the opportunity to give feedback.