

# Grievance Charter

This document outlines the structure and operation of Grievance. All members of Grievance are bound by this charter for as long as they are members of Grievance. This charter may only be changed via the processes outlined herein. The name “Grievance”, its emblem, and all related documentation are the sole property of Louis C. Leitenberger and may not be used without express written permission of Louis C. Leitenberger or his designated representative. For purposes of this document, the following definitions apply:

Grievance – refers to the overall Grievance community or family  
charter – refers to this document, containing the core values and rules of Grievance membership  
affiliate – refers to the “guilds” representing a specific game(s) for Grievance  
member – refers to any player representing Grievance, regardless of rank or affiliation

## Article I - Mission Statement

Grievance is a family-oriented online gaming community. We have a very rich and honorable heritage that spans many games over many years, during which Grievance has proven that one can have a very rewarding gaming experience, yet have a life as well. The concepts of family, honor, and loyalty are hallmarks of Grievance and are expected to be upheld and respected by all members.

## Article II - Grievance Leadership

While being a family-oriented entity, Grievance adheres to a military style of leadership that invokes a chain of command. This method ensures that the charter is followed and that members are treated fairly. The following are the leadership roles for Grievance and their functions. They are listed in descending order of authority.

### ❖ Progenitor

Louis C. Leitenberger, hereafter referred to as Steelheart, is the Progenitor of Grievance. The Progenitor is the top of the chain of command and has the final say on all matters pertaining to Grievance. The Progenitor can override any decisions that he feels are not in the best interest of Grievance or any affiliates. As with all members, the Progenitor adheres to the charter and will work within its bounds when exercising his authority.

### ❖ Founders

The original Founders of Grievance were Steelheart, Kookus, Tras, Kaitlyn, Piff, Camlain, Trinadie, Ruffyfr, Theloneous, Sigmodon, Moonmaker, and Schmo. These members reserve the right to be heard by the Council prior to a vote. The Progenitor can override this right.

### ❖ Guild Leaders

Guild Leader is a title conferred upon the person responsible for running a specific affiliate of Grievance. As a Guild Leader this person has absolute authority for the affiliate of which they are a member, ensuring fair and balanced decisions are made with regard to said affiliate. Guild Leaders answer directly to the Progenitor. The Progenitor may intervene in the affairs of an affiliate only if he has determined that those affairs conflict with this charter or the health and well being of Grievance.

### ❖ Charter Members

Charter Members are those who have invested time or money in helping to change Grievance from a loose association of guilds across multiple game platforms to a single entity. As with the Founders, Charter Members

have the right to be heard by the Council prior to a vote. The Progenitor can override this right.

#### ❖ Grievance Council

The Council manages the day-to-day business of Grievance and its relationship to the “real world”. Council members are chosen by the Progenitor and are members for life unless they retire or are removed by an affirmative vote from a quorum of the Council (see errata). All decisions made by the Council are subject to the approval of the Progenitor prior to being enacted. All members of the Council have an equal vote on any issue brought before the Council (see errata). Once chosen to serve on the Council, members will have one of the following roles:

- President – creates agendas for discussion and keeps the discussions on track by directing the discussion as needed, including the recognition of speakers and calling for votes.
- Vice-President – will take the role of President if the President is absent.
- Guild Leader Representative – chosen from the Guild Leaders, this person speaks for all Guild Leaders to the Council. This position is elected on a yearly basis, and is not a lifetime appointment. (see errata)
- Member Representative – represents the at-large membership of Grievance to the Council. This position is held on a quarterly rotation, and is not a lifetime appointment. (see errata)
- Treasurer – tracks and maintains the treasury for Grievance. All matters dealing with finance for Grievance must be channeled through the Treasurer. (see Article VI)
- Marketing Coordinator – responsible for managing commercial aspects of Grievance, including promotional items. (See Article VI )
- Scribe – records the official notes for Council meetings and ensures they are published for Grievance members in a timely manner. Acceptable methods of publishing include posting on Grievance websites or newsletters.
- Committees – may occasionally be created by the Council for specific purposes. Such committees will be headed by the Council member whose position is most relevant to the committees task or by a designee chosen by the Council.

## Article III – Grievance Rules for Membership

The following rules apply to all Grievance affiliates and members. In the case of any conflict between an affiliate charter and this document, this document shall supercede the affiliate charter. Any member in violation of these rules is subject to punitive action, up to and including expulsion from Grievance and/or any affiliates.

- ❖ Members must be eighteen years of age or older to join. Exceptions may be considered by the affiliate Guild Leader on a case-by-case basis. However, no under-age member will ever be eligible for beta invitations to test new platforms under any circumstance.

- ❖ Bigotry shall not be tolerated. This applies to race, creed, color, gender, or sexual orientation. Use of any pejorative with regard to the above is forbidden.
  
- ❖ Excessive profanity and sexual content are forbidden. Standards may vary from affiliate to affiliate, but are subject to approval of the Progenitor.
  
- ❖ Confidentiality is expected at all times. Grievance is a private organization and as such expects its members to keep Grievance business within the organization. No information pertaining to Grievance business may be discussed with non-members without approval from an affiliate Guild Leader.
  
- ❖ All members are expected to maintain polite behavior when dealing with other people, whether in Grievance or not.
  
- ❖ At no time will a member be expected to put Grievance matters before their real-life commitments. However, members bear the responsibility of communicating to Grievance when circumstances do not allow them to participate.
  
- ❖ Any member wishing to switch games will be automatically accepted into the affiliate guild of the game to which they have switched. Guild Leaders will decide at what rank the member will start. In the event a member wishes to play more than one game at a time, the member must choose *one primary affiliate* and adhere to that affiliate's raid or event schedule when online.
  
- ❖ No member may be an officer in more than one affiliate at a time.
  
- ❖ Purchasing characters, money, and paying for levels are strictly forbidden.

## Article IV – Grievance Rules for Affiliates

Grievance is a multi-faceted organization and explores expansion opportunities when new platforms or games are developed. The following process will be used when forming a new affiliate.

### Section I – Petition Requirements

The petitioner must submit the following items to a Council member or the Progenitor via the Grievance website mail system. Failure to submit any item will result in denial of the petition.

- ❖ Name of platform or game
- ❖ Petitioner's real name
- ❖ Petitioner's address, phone, and email contact information
- ❖ List of founding members for the affiliate (game names acceptable)
- ❖ Name of member to be guild leader
- ❖ Draft copy of a charter for the affiliate (see errata)
- ❖ Draft copy of loot system to be used by affiliate (see errata)
- ❖ Explanation of rank system to be used by affiliate (see errata)
- ❖ Must agree to use the Grievance Ventrilo server

### Section II – Review of Petition

Once submitted, the petition will be posted for review in the Founders, Leaders, and Council forum on the Grievance

website. The review period is typically three to seven days, but may be extended if deemed appropriate by the Council or Progenitor. If approved, the petitioner will be added to that forum and placed on a 6 month probationary period for evaluation. This period may be shortened or extended by the Council or Progenitor as they see fit. If the petition is denied, said affiliate will be immediately disbanded or required to cease using the Grievance name and logo.

### **Section III – Becoming a full affiliate**

If a petition for affiliation completes the probationary requirements imposed by the Council or Progenitor, probation will end and the affiliate will become an officially recognized affiliate of Grievance. Affiliates will abide by the charter and will ensure any new members do likewise. Likewise, all affiliates are expected to utilize the Grievance official forums (located at [www.grievanceguild.com](http://www.grievanceguild.com)) as well as the organizational ventrilo server and none other.

## **Article V – Websites**

Grievance maintains a web presence which is located at [www.grievanceguild.com](http://www.grievanceguild.com). This is the central point for communication between all members and affiliates for all things Grievance, whether related to a game or real life. All Grievance business and official notices will be posted at this site. Likewise, all members must be registered on this site as well. Affiliates may use external sites, but will still be required to incorporate the Grievance official forums (located at [www.grievanceguild.com](http://www.grievanceguild.com)) into their site and use no other forums but these. Usage of external sites outside of the Grievance site **MUST** be approved by the council and will be handled on a case-by-case basis. Any such sites approved this way must meet Grievance affiliate guidelines and have a link to the overall Grievance Charter posted prominently on their site.

Affiliates that do not meet these requirements will be subjected to review by the Grievance Council.

## **Article VI – Treasury & Merchandising**

Grievance maintains a treasury to pay for functions and facilities as well as cover costs incurred from merchandising. This section of the charter outlines the use of funds from the Grievance treasury as well as the selling of Grievance merchandise.

### **Section I – Treasury**

Funds in the treasury are the responsibility of the Council Treasurer. This person will keep records of and report on financial transactions for the benefit of the Council. Regular statements of financial activity will be presented to the Council no less than once per quarter year. These reports are **not** required to be publicly posted for the general membership, but the Council or Progenitor may opt to do so if they wish.

Expenditures will be approved by vote of the Council at regular Council meetings. The Council and Progenitor must **both** affirm any expenditure approved in this way. In the case of need for an emergency expenditure, the need may be posted on the Founders, Leaders, and Council forum on the Grievance Lounge site. Council members and the Progenitor will have five days from the date of posting to present a “yay” or “nay” vote on said expenditure via that forum. Any member not voting during that time is considered to have abstained from voting.

In all cases where the treasury is concerned, the Treasurer **must** track and be able to report on the expenditure or revenue.

### **Section II – Merchandising**

Grievance makes/sells merchandise to raise money for the treasury coffers in order to help pay for services and facilities used by the membership at large and any costs associated with running Grievance. The Marketing Coordinator position on the Council is responsible for managing all merchandising and associated information, including sales reports. New ideas for Grievance merchandise should be referred to the Marketing Coordinator. By default, the Marketing Coordinator and Treasurer will work closely together to ensure seamless reporting of finances.

## **Article VII – Beta-Testing**

Grievance has a rich history of beta-testing many games. In the event of any Grievance-wide beta invites, all Grievance beta-testing teams will be picked by the Member Representative of the Council (who will consult with each individual Guild Leader) and approved by the Progenitor. Testers will be chosen based on availability to play test, past testing history, and whether or not said person will actually test a game rather than just wish to have a free play at it. Testers must meet minimum standards set by the development company asking Grievance to test their game and must be at least eighteen years of age.

## Article VIII – Dispute Resolution

### Section I – Recourse for Grievance

Grievance reserves the right to review or reverse decisions made by Guild Leaders that are in violation of the charter. Such action will only be taken by the Council or Progenitor when said Guild Leader is unwilling to correct said decision(s). If deemed necessary, said Guild Leader may be removed by the Council or Progenitor.

Grievance may institute a life-time ban for any member based on recommendation of said member’s Guild Leader or for flagrant violation of the charter. This requires an affirmative vote from a quorum of the Council (see errata).

The Council and Progenitor will arbitrate all disputes between affiliates. Decisions resulting from such arbitration are binding on all parties.

### Section II – Recourse for Members

Members should address concerns or issues with their respective Guild Leaders. In any instance where a Guild Leader has violated the charter, a member may seek a ruling from the Council. Additionally, members banned from an affiliate by a Guild Leader may petition the Council for reinstatement. The Council reserves the right to refuse to hear the member’s case, if they so choose.

## Article IX – Changes to the Charter

This charter cannot cover every possible event. For those instances when a decision must be made that is not directly covered by the charter, the Council and Progenitor may codify their decisions in an errata section. The Council and Progenitor will not make additions to the errata section except in cases where omission from the errata section would cause confusion or be contrary to the good of Grievance. The errata will be posted as a “living document” that, while separate from the charter, is binding on all members as an extension of the charter.

## Errata

No document is able to cover every contingency. This errata section is designed to cover any gaps in the Grievance charter. When the Council and/or Progenitor make interpretations from the charter that will set precedent for future circumstances, those decisions and interpretations will be placed in this section. The errata is a “living document”. That is, it will be added to over time. However, the Council and Progenitor should take great care to add only those interpretations that are meant to be binding. Nothing should be added to this section without forethought regarding the long-term ramifications to Grievance and its members. Items here are listed in order as they are referred to in the charter. For ease of reference, the Article governing the item is referred to.

## **ARTICLE II – Grievance Leadership**

### ❖ Grievance Council - General

Inactive members of the Council shall be replaced via the same method used to place them on the Council. Replacing a member requires a quorum of no less than five of the seven Council members currently serving and not under review for replacement. Five affirmative votes are required to replace a Council member. If an appointed member is removed, then a new member shall be appointed by the same person/officer. If an elected member, then a new election must be held within one month of the inactive member being declared inactive.

### ❖ Grievance Council – Guild Leader Representative

Guild Leaders will meet annually to elect, by popular vote, one of their number to serve as their representative to the Council. Guild Leaders of an affiliate in the probationary stage are not allowed to hold this position, nor may they vote during the election process.

### ❖ Grievance Council – Member Representative

The Member Representative will be a rotating position that changes hands on the first day of each new quarter of the year. Quarters begin on January 1, April 1, July 1, and October 1 of each year. The rotation begins with the oldest affiliate and proceeds in descending order of age. Affiliates in the probationary stage are not allowed to vote on, or have their members serve as, the Member Representative.

## **ARTICLE IV – Grievance Rules for Affiliates**

### ❖ Section I - Petition Requirements – Draft copy of charter for affiliate

Each affiliate is required to draft a charter for the game being represented by said affiliate. This charter **must** incorporate the following, while adhering to the Grievance charter:

- mission statement
- leadership structure
- rules for membership

### ❖ Section I – Petition Requirements – Draft copy of loot system to be used by affiliate

Each affiliate must devise a looting method that is fair and equitable to its members. Members must be able to clearly see and understand why someone is winning/earning loot. Duplication of the loot system linked on the Grievance Lounge site is encouraged when applicable.

### ❖ Section I – Petition Requirements – Explanation of rank system to be used by affiliate

Each affiliate must create a rank system. While the Guild Leader is given latitude to name and structure rankings as he sees fit, the following positions **must** be included in any such system:

- Guild Leader
- :named in petition to form affiliate
- Executive Officer
- :appointed by Guild Leader; should not be related to Guild Leader (including dating)
- Recruiting Officer
- :appointed by Guild Leader

## **ARTICLE IV – Grievance Rules for Affiliates**

❖ Section I – Lifetime bans

Lifetime bans require a quorum of no less than five of seven currently serving Council members. Five affirmative votes are required to ban a member for life.

## **Affiliates of Grievance as of 10/30/09**

### Listed oldest to newest

Everquest II

WoW Azuremyst

WoW Dawnbringer

Rift

DC Universe