

90-Day Implementation Roadmap

The first 90 days in three phases: foundation, design, and operation. Every action has an owner, a tool, and the chapter that carries it; by day 90 the mechanism is safe, owned, and processing its first cases honestly.

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A mechanism built to every specification in this book, launched simultaneously, would overwhelm any organization. Implementation is sequential, in three phases: foundation (days 1 to 30), design (days 31 to 60), and operation (days 61 to 90). Where the footprint is wide or the stakeholder map is crowded, the design phase will not compress: the co-design window of 8 to 16 weeks in Chapter 3 governs, and the later phases shift with it. Stretch the calendar, never the consultation. The roadmap below prioritizes the actions that create the most value earliest, names an owner for each (an action owned by “the team” is owned by no one), and points to the tool and the chapter that carry it. By day 90 it delivers a mechanism that is safe, owned, and able to process its first cases honestly. It does not deliver the finished product, as the Practitioner Tip below insists.

PRACTITIONER TIP

The 90-day roadmap is a minimum viable mechanism, not the finished product. Plan for a full review at the 12-month mark using the full KPI framework (Chapter 8), a stakeholder perception assessment, and the mechanism redesign protocol (Chapter 9). The mechanism you launch in month one will not be the mechanism you operate in year two. That is the learning system working as designed.

Days	Action	Owner	Tool / Template	Chapter
Days 1 to 30: Foundation				
1-10	Map stakeholders: every affected group, including those invisible to the project, and existing community dispute resolution practices	Community team	Appendix B, Phase 1	Ch. 3
1-10	Appoint the Grievance Officer: a named individual with real authority, protected time, and a training plan	General Manager		Ch. 5
5-15	Complete the cost of conflict calculation on your most significant recent dispute	Grievance Officer, with Finance	Appendix D	Ch. 2

15–20	Present the business case to the budget holder; secure the commitment, including a standing mediation reserve	General Manager	Appendix D, Section 5	Ch. 2, Ch. 7
20–30	Identify access barriers facing women, youth, workers, and minority groups	Community team	Appendix B, Phase 1	Ch. 4
Days 31 to 60: Design				
31–45	Run co-design consultations: minimum three sessions (general community, women-focused, worker-focused)	Community team, external facilitator	Appendix B	Ch. 3
38–50	Convert findings into design decisions: intake channels, languages, trusted intermediaries, timeline expectations; report back to participants	Grievance Officer	Appendix B, Phase 3	Ch. 3
45–55	Activate at least three intake channels, including one face-to-face option and one that allows anonymous submission	Grievance Officer		Ch. 4
45–55	Print the registration form in local languages; train intake staff to complete it at first contact	Grievance Officer	Appendix A	Ch. 5
45–60	Adopt the non-retaliation policy; brief all staff, contractors, and security personnel; post it at every intake point. Do not accept the first grievance before this is in place	General Manager	Appendix C	Ch. 6
50–60	Set the severity scale, timeline targets, and escalation routes; designate the confidential handler for GBV and sensitive cases	Grievance Officer	Appendix A, Section 4	Ch. 5, Ch. 4
50–60	Establish the case register or database, capturing every form field from the first case	Grievance Officer	Appendix A	Ch. 8
50–60	Pre-vet a mediator roster; confirm the mediation budget line	Grievance Officer		Ch. 7
Days 61 to 90: Operation				
61–90	Process the first grievances through the six steps; track every case against its timeline targets; treat them as calibration, not verdicts	Grievance Officer	Appendix A	Ch. 5
61–90	Record every field on every case; first-quarter data gaps can never be reconstructed	Grievance Officer	Appendix A	Ch. 8

61–75	Run the awareness campaign in local languages: channels, timelines, and the non-retaliation commitment	Community team	Appendix C summary	Ch. 4, Ch. 6
75–90	Schedule the first quarterly grievance review; confirm which operational managers attend	General Manager		Ch. 9
90	Run the health check as a baseline; file the score for the month-12 comparison	Grievance Officer	Appendix F	Ch. 8

Day 91 is the first quarterly review (Chapter 9): the roadmap ends where the operating rhythm begins. Bring whatever the first 90 days produced, even if it is five cases and an awkward severity question; the discipline of reviewing them with operational managers matters more than the volume. The standing trap is declaring victory at launch. A launched mechanism has channels, a form, a policy, and an owner. A working mechanism has kept timelines, verified remedies, and data that someone in authority acts on. The mechanism that exists is not yet the mechanism that works, and the distance between the two is closed by the reviews, redesigns, and kept promises of the months that follow, not by the launch announcement.



Stretch the calendar, never the consultation.

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