

Code of Conduct and Complaints Policy

Every group, business and organisation depends on good relationships. Here are some new measures to make sure ours stay strong and healthy. Every member needs to read this.

Like all U3As, ours is built around interactions between people. All of us have roles here: as students/participants, tutors and group leaders, administrative coordinators and helpers, office holders, committee and working group members. We also have important relationships with outside people, particularly the staff of the venues where classes are held. It's the communication and cooperation between all these parties that makes U3A Adelaide Hills run so well. We need to keep it that way.

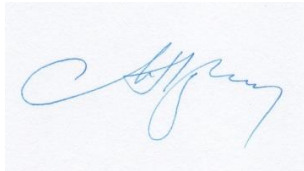
In line with general policy directions of U3A South Australia, your committee has developed the following code of conduct to make sure that all of us, in whatever role we are acting, are aware of our responsibilities to each other and to this organisation. Also provided are guidelines for making and dealing with complaints or grievances, should they arise.

Code of Conduct


As a self-funded, member-based organisation, U3A Adelaide Hills expects that all members, tutors and other volunteers will behave in a courteous and civilised manner in all dealings relevant to U3A Adelaide Hills. As a member of U3A Adelaide Hills, you therefore agree to abide by this Code of Conduct by:

1. Participating in U3A Adelaide Hills activities in a friendly and positive way at all times.
2. Being honest and ethical in all dealings with U3A Adelaide Hills, its members and other related organisations.
3. Showing respect, courtesy and consideration to everyone you deal with in U3A Adelaide Hills, related organisations and the general public in relation to U3A activities.
4. Being punctual and reliable in attending U3A classes/events/office rosters or other commitments; and forewarning of unavoidable absences, withdrawals from classes, events, or volunteer commitments.
5. Observing strict confidentiality regarding organisational and members' personal information to which you may have access; never disclosing contact details of any U3A Adelaide Hills member or tutor to anyone without their permission.
6. Avoiding all forms of discriminatory behaviour in regard to nationality, ethnicity, gender, sexuality, culture, religion, age and mental or physical disability.
7. Not engaging in behaviour that is inappropriate, disruptive or intimidating, such as would breach the rights of other persons to participate in a class/event or to carry out their designated role.

8. Preserving the wellbeing and safety of members and the organisation by:
 - i. Participating safely in each class or activity, and abiding by any reasonable directive or prerequisite specified by the tutor or event organiser for that participation.
 - ii. Refraining from activities or comments that promote a personal business/cause or that would place others in a vulnerable situation either financially, physically or psychologically.
 - iii. Not causing any wilful damage to U3A Adelaide Hills premises, materials, facilities, equipment, or those of other venues.
9. Promoting U3A Adelaide Hills in a positive way, refraining from harming the organisation's reputation or relationships by inappropriate comment or action.
10. Abiding by this and all other U3A Adelaide Hills policies and procedures.
11. Following the U3A Adelaide Hills *Grievance Policy & Procedure* if dissatisfied and abiding by decisions thus made.
- 12.



Signed.....date: **July 2, 2017**.....
CHAIRPERSON



U3A Adelaide Hills Committee accepted