

Complaints and Grievance Issues

Issues that may arise could involve:

- Room bookings, room and equipment usage.
- Issues between a tutor and class member.
- Volunteers and operational matters.
- Course enrolments and event bookings.
- Matters related to organisation of and participation in events.
- Any other dissatisfaction a member may have about their dealings with U3A Adelaide Hills.

Grievance Policy and Procedure

Preamble

This policy statement is underpinned by the preceding U3A Adelaide Hills Code of Conduct which applies to all members. The Grievance Procedure outlined in this document seeks to provide a mechanism to deal with issues that may arise regarding the activities or operations of the organisation, internally and in relation to other bodies, especially those matters arising from non-observance of the Code of Conduct.

Policy Statement

1. This Grievance Procedure aims to achieve conciliation and the resolution of complaints quickly, with fairness, care and understanding. Confidentiality of all parties will be preserved; only those people with a specific role in this procedure will be involved.
2. There is an expectation that parties should first seek to directly resolve any concerns or grievances between themselves, and in consultation with the relevant Coordinator. If the issue is then not resolved, the parties may request a formal grievance process.
3. Any matters of grievance concerning the activities, tutors, volunteers or members (including the Committee of Management) of U3A Adelaide Hills should be addressed within ten working days.
4. The formal Grievance Procedure is set out below.

Initial informal approach


All U3A Adelaide Hills tutors, volunteers and members are expected to behave in a courteous and civilised manner in dealing with any issue that arises, and to seek to resolve the problem informally – where appropriate, by contacting the U3A office; or through discreet

discussion between the tutor/event leader and participant concerned. Consultation with the relevant Coordinator, Event organiser may also assist in resolving the issue.

If either party is not happy with the above informal resolution, or method of dealing with the issue, then the formal procedure below may be followed.

Formal Grievance Procedure

1. A formal written complaint can be made by a member or other party by letter or email, directed to the Secretary, U3A Adelaide Hills.
2. A Grievance Officer will be appointed – this may be a member of the Committee of Management or other designated volunteer. In the first instance the Secretary will act as Grievance Officer and delegate responsibility, as appropriate, to other Officers of the Committee of Management of U3A Adelaide Hills.
3. A meeting will be organised between the Grievance Officer and the person(s) alleging the grievance to ascertain facts / views.
4. A meeting will then be organised between the Grievance Officer and the parties named in the grievance.
5. A meeting between all of the parties named above will follow, in an attempt to find common ground and a resolution.
6. The Grievance Officer, with reference to other parties, will make a direction as to the validity of the grievance.
7. If no resolution is reached, the Grievance Officer may involve other members of the Committee as appropriate.
8. Where necessary, the Committee may appoint a facilitator to mediate between the parties. The appointment must be acceptable to both parties. Both parties shall bear the full costs, if any, of the mediation. The outcome of the mediation shall be binding.
9. Individual written grievance reports from the above meetings will be forwarded to the Committee of Management and treated as confidential.
10. If the grievance is of a criminal nature it will be forwarded immediately to the relevant authorities.
11. The Grievance Officer and U3A Adelaide Hills will keep written records of all formal grievance processes. The record will include the details of all actions taken to resolve or attempt to resolve the grievance or concern and the outcomes of these actions.



Signed.....**Date:****2 July 2017**.....

CHAIRPERSON

U3A Adelaide Hills Committee accepted 