

Grievance Policy and Procedure

Preamble.

This policy statement is underpinned by the U3A Riverland 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 the non-observance of the Code of Conduct:

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

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 /or in consultation with the Course Co-ordinator. If the issue is then not resolved, the parties may request a formal grievance process.
3. Any matters of a formal grievance concerning the activities, tutors, volunteers or members (including the Management Committee) of U3A Riverland should be addressed within ten working days.

The Grievance Procedure is set out below:

Initial informal approach.

All U3A Riverland tutors, volunteers and members are expected to behave in a courteous manner in dealing with any issue that arises, and to seek to resolve the issue informally in the first instance. This may happen through discreet discussion between the tutor/event leader and participant concerned. Consultation with the Course Co-ordinator or 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 Riverland.
2. The secretary would receive the grievance and then a person deemed most suitable in dealing with that particular incident, from the committee, or other designated volunteer, would be appointed as the grievance officer for that case.
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. If no resolution is reached, the Grievance Officer may involve other members of the Committee as appropriate.
7. 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.
8. Individual written grievance reports from the above meetings will be forwarded to the Management Committee and treated as confidential.
9. If the grievance is of a criminal nature it will be forwarded immediately to the relevant authorities.
10. The Grievance Officer and U3A Riverland 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:
Chairperson.

Date:.....

U3A Riverland Committee accepted.

Date:.....

Date of next review.

Date:.....