

Grievance Policy

Introduction:

This policy is underpinned by the U3A Maryborough Code of Conduct which applies to all members and Tutors. 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 organization internally and in relation to other bodies, especially those matters arising from and non-observance of the *Code of Conduct.

Purpose:

This document explains the policy of U3A Maryborough in relation to grievances and the procedure to be followed in the event of a dispute arising within U3A Maryborough.

Policy:

U3A Maryborough is committed to providing good relations based upon goodwill, consultation and discussion.

Grievances will be addressed and resolved as soon as possible.

Grievances that involve criminal matters will be forwarded immediately to the relevant authorities.

- A copy of the Code of conduct will be presented with the Maryborough U3A enrolment form. All members are encouraged to read this on joining Maryborough U3A. It is also available on the Maryborough U3A website at <http://www.u3amaryborough.org>
- Review Date- 12/09/2026

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Responsibilities:

The complainant is responsible for providing their complaint in writing directed to the Secretary, or in the event that the Secretary is the subject of the complaint, the management committee.

The Secretary is responsible for immediately advising the Management Committee of the receipt of the complaint.

A person has been designated Liaison Officer (unless determined otherwise the Vice-President will take the role as Liaison Officer).

Processes:

1. A written letter or email outlining the complaint must be received in order to trigger the process for resolution of a grievance.
2. The management committee will consider the complaint as soon as possible after receiving advice from the Secretary of receipt of the complaint.
3. The Liaison Officer will encourage the aggrieved party/parties or nominated person to act on his/her/their behalf to discuss his/her/their complaint/complaints in an attempt at resolution of the grievance.
4. Following mediation, the Liaison Officer, will report the outcome to the management committee.
5. All parties, including the Liaison Officer, will provide reports of their meetings regarding the grievance.
6. If the dispute is resolved, the management Committee will document the outcome and advise all parties of the agreed outcome.
7. In the event the dispute is not resolved, the Management committee will consider the reports from the parties in dispute along with report/s from the Liaison Officer and decide on an outcome.
8. The committee's decision is final. The party/ies in the dispute will be advised in writing of the Management Committee's decision.
9. Failure to comply with the Management Committee's decision may result in cancellation of membership/and/or dismissal from a designated role.
10. The Secretary will keep written records of all formal grievance processes. The record will include the details of all actions taken to resolve the grievance or concern and the outcome of these actions.

11. At all times matters relating to the complaint will be treated as strictly confidential.