

GRIEVANCE POLICY AND PROCEDURE

Preamble

This policy statement is underpinned by the U3A in Toowoomba Inc. Code of Conduct which applies to all members and Tutors (member or non-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

1. Purpose

This document explains the Grievance procedure in the event of a dispute arising within U3A in Toowoomba Inc.

2. Scope

There is an expectation that parties should first seek to directly resolve any concerns or grievances between themselves in an amicable manner. If the issue is then not resolved, the parties may request a formal grievance process.

3. Policy

U3A in Toowoomba Inc. is committed to providing good relations based upon goodwill, consultation and discussion.

4. Procedure

4a. Any matters of grievance concerning the activities, tutors, volunteers or members (including the Management Committee) of U3A in Toowoomba Inc. should be addressed and resolved as soon as possible.

4b. If the grievance is of a criminal nature it will be forwarded immediately to the relevant authorities.

Formal Grievance Procedure

1. A formal written complaint should be made by a member or other party by letter or email, directed to the Secretary, Management Committee, U3A in Toowoomba Inc.

2. Should the Management Committee deem it necessary to resolve the matter, it will nominate two Management Committee Members to arrange meeting/s with the person(s) alleging the grievance and separately with the party/ies named in the grievance to ascertain facts/views, in an attempt to find common ground and a resolution.

3. If there is no resolution, the matter will be referred to the Mediator appointed annually by the Management Committee for mediation.

4. Following mediation the Mediator will report the outcome to the Management Committee.

If the dispute is resolved, the Management Committee will document the outcome and advise all parties, including the Mediator, of the agreed outcome. Individual written grievance reports from the above meeting/s will be presented to the Management Committee.

If the dispute remains unresolved, the Management Committee will consider the reports from the parties in dispute and the Mediator and decide on an outcome.

5. The Committee's decision is final. Both parties to be advised in writing of the final outcome/s.

6. Failure of a Member or Non-member to comply with the Committee's decision may result in cancellation of membership and/or dismissal as a Tutor.

7. 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 outcomes of these actions.

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

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