



Complaints and grievance issues

A complaint can be defined as a statement that something is wrong or not satisfactory

A grievance can be defined as a feeling of unease or resentment over something believed to be wrong or unfair.

Issues that may arise could involve:

- Room bookings, room and equipment usage.
- Issues between a group leader and group member or members, or between members of a group.
- Committee and operational matters.
- Matters related to the organisation of and participation in events.
- Any other dissatisfaction a member may have about their dealings with North Wilts U3A.
- Behaviour of other North Wilts U3A members ...

Grievance Policy and Procedure

Preamble

This policy statement is underpinned by the preceding North Wilts U3A 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

- a) 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.
- b) There is an expectation that parties should first seek to directly resolve any concerns or grievances between themselves, and in consultation with the relevant Group Leader, Study Group Coordinator or with the Event Organiser. If the issue is then not resolved, the parties may request a formal grievance process.
- c) Any matters of grievance concerning the activities, tutors, volunteers or members (including the Committee) of North Wilts U3A should be responded to initially within ten working days.
- d) All grievances will be dealt with as expeditiously as possible.

Initial informal approach

All of North Wilts U3A's volunteers and members are expected to behave in a courteous and civilised manner to each other and in dealing with any issue that arises, and to seek to resolve the problem informally, through discreet discussion between the parties concerned. Consultation with the relevant Group Leader may also assist in resolving the issue, where relevant. If any party is not happy with the informal resolution, or method of dealing with the issue, then the formal procedure below should be followed.

Formal Grievance Procedure

- a) A formal written complaint should be made by a member or any other party (the Complainant) by letter or email, directed to the Committee Secretary or Chairman, North Wilts U3A, setting out the issues.
- b) A meeting will then be organised between the Committee or some members of the Committee and the Complainant alleging the grievance to ascertain the facts and his or her issues.
- c) After this a meeting will then be organised between Committee members and the parties named in the grievance to ascertain his or her issues and any factual issues.
- d) A meeting between all of the parties named above will follow, in an attempt to find common ground and a resolution.
- e) The Committee with reference to other parties, as they see fit, will make a direction as to the validity of the grievance and thereafter a decision.
- f) If no decision is reached, the Committee may involve other members of the North Wilts U3A as appropriate.
- g) If either party is not satisfied with the outcome, the matter will be referred to the Regional Trustee (RT) of the U3A for a final decision after the RT has heard any further representations from the parties, as appropriate or relevant.
- h) Where appropriate and 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.
- i) A note taker appointed by the North Wilts U3A Committee will attend all meetings to make a formal record of the meeting. All written grievance reports, papers and records of meetings will be forwarded to the Secretary of the Committee and treated as and kept confidential. The records will include the details of all actions taken to resolve or attempt to resolve the grievance and the outcomes of these actions.
- j) If the grievance is of a criminal nature the Committee will forward it immediately to the relevant authorities.